

COMMUNITY LIBRARY NEEDS ASSESSMENT

Ingleside Branch Library
San Francisco Public Library



December 2003

Prepared by Drew Harrington
Library Building Consulting
Hillsboro, Oregon

SAN FRANCISCO PUBLIC LIBRARY
INGLESIDE BRANCH LIBRARY
COMMUNITY LIBRARY NEEDS ASSESSMENT

TABLE OF CONTENTS

<u>I.</u>	<u>Introduction and Executive Summary</u>	1
<u>II.</u>	<u>Assessment Methodology</u>	
A.	Executive Summary	3
B.	Planning Effort	4
C.	Community Input Strategies	5
	1.Community Meetings and Design Competition	6
	2.Interviews	8
	3.Survey	10
	4.School Collaboration Planning and Aptos Middle School Focus Group	11
	5.Library Staff	12
<u>III.</u>	<u>Community Analysis</u>	
A.	Executive Summary	14
B.	Service Area	16
C.	Government Agencies and Officials	17
D.	School Agencies	21
E.	Community Organizations	23
F.	Demographic Profile	23
	1.Population – Current and Trends	23
	2.Age Breakdown	23
	3.Students, Schools and API Scores	25
	4.Educational Attainment and Adult Literacy Rate	28
	5.Ethnic Breakdown	30
	6.Household Characteristics	32
	7.Income Levels and Poverty Rate	33
	8.Employment and Occupations	34
	9.Housing Property Values	38
G.	Analysis and Discussion of Community Characteristics	39
<u>IV.</u>	<u>Library Service Needs</u>	
A.	Executive Summary	41
B.	Overview of Current Library Services	43
C.	Overview of Library Service Needs	45
D.	Services to Adults	45
E.	Services to Students	46
F.	Services to Children and Their Families	47
G.	Services to Teens	47

H.	Collections	48
I.	Reader Seats	48
J.	Technology	48
K.	Staff Offices and Workstations	49
L.	Programming and Meeting Room Space	49
V.	<u>Service Limitations of the Existing Library</u>	
A.	Executive Summary	50
B.	Size and Facilities	52
C.	Noise and Congestion	52
D.	Seating	52
E.	Collections and Shelving	53
F.	Computers and Technology	53
G.	Study Space	53
H.	Programming and Meeting Space	53
I.	Staff Offices, Workstations and Visual Supervision	54
J.	School Library Services	54
VI.	<u>Physical Limitations of the Existing Library</u>	
A.	Executive Summary	55
B.	Facility Size and Structure	56
C.	Energy Conservation	56
D.	Health and Safety	56
E.	Access for the Disabled	56
F.	Acoustics	56
G.	Space Flexibility and Expandability	57
H.	Functional Spatial Relationships	57
I.	Site Location and Visibility	57
J.	Parking	58
VII.	<u>Space Needs Assessment</u>	
A.	Introduction and Spaces Summary	59
B.	Collections and Shelving	60
	1. Books	61
	2. Audiovisual Media	61
	3. Cultural and Economic Diversity	62
	4. Magazines and Newspapers	62
C.	Reader Seats	62
	1. General Seating	63
	2. Study Seating	63
	3. Children's Seating	63
	4. Teen Seating	63
D.	Technology	64
E.	Staff Offices and Workspaces	64
F.	Programming and Meeting Room Space	65
G.	Non-assignable Space	66

Tables

1.	Service Area Census Tracts: 2000	16
2.	Service Area Public Schools Media Center Services	21
3.	Branch Service Area School Enrollment: 2002-03	22
4.	Population Comparison: 1980-2020	23
5.	Ingleside Branch Library Service Area Population by Age: 2000	24
6.	Ingleside Branch Library Service Area Percent of Population by Age: 2000	24
7.	Ingleside Branch Library Service Area Schools: 2002-03	25
8.	School Enrollment by Ethnicity: 2002-2003	26
9.	Academic Performance Index Base Report: 1999-2002	27
10.	Academic Performance Growth Report: 2001-2002	28
11.	Population by Educational Attainment for Persons 25+: 2000	29
12.	Educational Attainment Summary: 2000	29
13.	Adult Literacy Estimates	30
14.	Comparison Literacy Levels of Population Age 16 and Above	30
15.	Population Ethnicity, Ingleside Branch Library Service Area: 2000	31
16.	Language Spoken at Home: 2000	32
17.	Average Number of People per Household: 2000	32
18.	Households: 2000	33
19.	Per Capita Annual Income: 2000	33
20.	Below Poverty Level—Individuals: 1999	34
21.	Below Poverty Level—Families: 1999	34
22.	Percent Below Poverty Level—Individuals: 1999	34
23.	Population by Occupation: 2000	35
24.	Percent of Children Under Age 6 with All Parents in Labor Force: 2000	35
25.	Detailed Unemployment Rates: 2000	36
26.	Median Property Value: 2000	38
27.	Median Property Value: 1990	38
28.	Owner and Renter Occupied Housing Unit Percentages: 2000	39
29.	Ingleside Branch Library Collections FY 2001-2002	43
30.	Ingleside Branch Library Staff Positions	44
31.	Spaces Summary	59
32.	Staff Projections	65
33.	Square Footage Conversion Factors	67

Appendices

A	Balboa Park Station Area Plan Excerpt
B	Joint Use Cooperative Agreement
C	Community Meeting Notes
D	Community Interviews
E	Community Survey Results Summaries
F	David Binder Research Study
G	<i>San Francisco Public Library Strategic Plan 2003-2006</i>
H	Current Collection
I	Library Collections and Shelving Needs
J	Library Reader Seating
K	Computers and Other Public Equipment
L	Sources Consulted and Planning Guides Used

I. INTRODUCTION AND EXECUTIVE SUMMARY

For seventy-eight years the Ingleside Branch Library has served the Ingleside neighborhood from a series of leased facilities. Now serving a mature, urban community, the branch library has yet to be housed in a city-owned building, or a facility that was designed to be a library.

Since 1925, when the Ingleside Branch Library first opened, the Ingleside community has changed and matured. Over the last decade Ingleside's population increased by more than 14%, double the growth rate of San Francisco overall. This growth rate reflects increased family sizes in the neighborhood rather than a boom in new construction. Ethnically, Ingleside, like San Francisco overall, is a dynamic and diverse neighborhood. Some area residents are relative newcomers to the United States, and 25.5% of residents speak English less than very well. The Ingleside Branch Library serves a current population of 12,738, which is projected to grow by 4%, to 13,288 over the next twenty years.

The Ingleside neighborhood is not only one of San Francisco's most diverse neighborhoods, but also one of its most rapidly changing. The 1990 U.S. Census showed a White majority and a large African American community in Ingleside. Ten years later Asians and African Americans have reversed position and the White population of Ingleside has declined somewhat. The 2000 census shows that Asians, predominantly of Chinese descent, account for more than 38% of neighborhood residents, White residents make up almost 44% of residents, and African Americans represent just over 9% of the population. Hispanic residents of any race account for 11% of Ingleside service area residents.

For library planning purposes, perhaps the most unusual demographic characteristic of the Ingleside community is its economic diversity. Within the service area boundaries, annual per capita income differs by as much as \$31,966 between census tracts. Another notable characteristic is the number of school-aged children in the service area. San Francisco is a city of relatively few children as compared with California and the nation, but this is less true in the Ingleside Branch Library service area, where almost 22% of the population is nineteen years of age or younger.

During the 2002-2003 academic year, there were 3,642 students, grades K-12, attending three public, one private and two parochial schools in the Ingleside service area. The strength of the public schools, as measured by the Academic Performance Index, varied from school-to-school.

Ocean Avenue is the main traffic and commercial artery of the neighborhood. Once a thriving area with supermarkets, banks and shops for the residents, the 1980s and early 1990s saw a period of decline. In the *Balboa Park Station Area Plan*¹, part of the *Better Neighborhoods 2002* initiative, the Planning Department of the City of San Francisco focused on ways to improve the Ocean View, Merced and Ingleside neighborhoods. Upgraded public transportation along Ocean Avenue, including the addition of light rail service, sidewalk repaving, lighting upgrades and relocation of the Ingleside Branch Library to a new, permanent location on Ocean Avenue, are all components of the plan to revitalize the Ocean Avenue corridor.

¹Appendix A

The needs assessment for the Ingleside Branch Library took place over a two-year period. Planning was conducted at the system-wide level, within the Ingleside neighborhood, and collaboratively with Aptos Middle School, part of the San Francisco Unified School District.

In August 2000, the Library undertook development of a strategic plan to guide the planning, design and construction of San Francisco Public Library facilities for the next twenty years — resulting in the *San Francisco Public Library Branch Facilities Plan*², completed in 2002.

During the community needs assessment, residents and educators voiced their interest in a range of library services to support adults, children, students and families of the community, including improved computer access, larger collections of new titles and Chinese language materials, after school homework assistance, early childhood collections and programming, family literacy support and space to accommodate community meetings and programs.

The *San Francisco Public Library Branch Facilities Plan*, as well as a focused study of the current leased location, concludes that the most significant drawbacks of the current facility include inefficient building design and layout that does not support delivery of library services, insufficient technology infrastructure and inadequate space and separation of service zones.

Based on the findings of the community needs assessment, the following service levels are recommended to meet the current and future needs of the Ingleside Branch Library service area:

- A collection of 29,050 books and audiovisual materials in multiple languages;
- 19 open access public computers plus 12 laptop computers for homework assistance and interactive programming;
- 35 reader seats in zoned spaces for adults, teens and children; and
- A Program Room/Homework Center to seat 24.

These recommendations are based on an assessment of community needs and interests developed by consulting community leaders, community residents, service area demographics and San Francisco Public Library strategic planning documents.

² See the *Library Building Program* for Ingleside Branch Library.

II. ASSESSMENT METHODOLOGY

A. Executive Summary

In addition to the Main Library, the San Francisco Public Library System includes twenty-six branch facilities. Ingleside Branch Library is one of four San Francisco branch libraries operating from inadequate, leased facilities. Understanding how best to meet the library needs of San Francisco's neighborhoods and the specific needs of the Ingleside Community has been a comprehensive process.

- In August 2000, the Library undertook development of a strategic plan to guide the planning, design and construction of San Francisco Public Library facilities for the next twenty years—resulting in the *San Francisco Public Library Branch Facilities Plan*, completed in 2002. In developing the plan, the Library retained the services of David Binder Research in April of 2001, to conduct focus groups and surveys to better understand public opinion and priorities for branch library services and features.
- In November 2000, San Francisco voters approved Proposition A, a \$105.9 million general obligation bond measure which created the Branch Library Improvement Program. This program is designed to support the renovation of 19 branch libraries, the replacement of four leased facilities, including the Ingleside Branch Library, with newly-constructed City-owned facilities and the construction of the 27th branch in the newly developing Mission Bay neighborhood.
- The planning effort for the Ingleside Branch Library took place over a two-year period. Planning was conducted at the system-wide level, within the Ingleside neighborhood, and collaboratively with Aptos Middle School, part of the San Francisco Unified School District.
- In the spring of 2002, in response to the long-standing need for a permanent home for the Ingleside Branch Library and as part of the Branch Library Improvement Program, it was decided to seek Library Construction Bond grant funding to support a portion of the costs to design and construct the long needed branch library. A library building consultant was engaged to assist the City and the Library in a planning effort for the new branch.

System-wide facilities planning, documented in the *San Francisco Public Library Branch Facilities Plan*, served as a foundation for the current Bond Act needs assessment. Focus groups were used heavily to gather input for the facilities plan. Rather than repeating that approach, community assessment planners determined that additional input should be gathered using different methods to further develop an understanding of the needs of Ingleside service area residents.

Other community input was gathered through extensive interviews with key informants, several group meetings and a written survey. Interviews were conducted with community leaders in commerce, religion, education and social services. A written community survey, provided in English and in Chinese, was distributed both at the Ingleside Branch Library and during group meetings. Many community forums were held.

A design competition was held to select the architects for the library project; and community input was sought in that process. Several meetings were held with the Westwood Park Association, as the branch library site is included in that neighborhood association. The Westwood Park Association and the Library were successful in conducting an election to amend the conditions, covenants and restrictions (CCR's) of the Association so that the branch library site is not subject to those CCR's. As the branch library site is adjacent to the main campus of the City College of San Francisco, Library staff met with Chancellor Phillip Day to discuss possible cooperative ventures. Library staff has also met with the developers of a mixed-use retail/housing project which will be the immediate easterly neighbor of the new branch library to discuss design and development issues.

The planning effort between the Library and the San Francisco Unified School District expanded on a long-standing working relationship involving class visits and collaborative promotion of reading programs. City Librarian, Susan Hildreth and Chief of Children and Youth Services, Toni Bernardi, worked with school district leaders to explore student and family needs in the service area and to jointly identify point-of-need projects appropriate for collaboration between the School District and the Library. One focus group was conducted with students at Aptos Middle School, the school district partner for the Joint Use Cooperative Agreement³. It was determined that family literacy support and student homework assistance would support both the Library's goal of information literacy of all students and the District's goal of increased academic achievement of all students.

Previous studies and reports were reviewed, as well as San Francisco Public Library's *Strategic Plan 2003 - 2006*⁴.

³ The Joint Use Cooperative Agreement is Appendix B

⁴ The *San Francisco Public Library Strategic Plan 2003-2006* was approved by the San Francisco Library Commission on October 2, 2003 and is included as Appendix G.

B. Planning Effort

In addition to the Main Library, the San Francisco Public Library system includes twenty-six branch facilities. Ingleside Branch Library is one of four San Francisco branches operating from inadequate, leased facilities. The need to construct a City-owned branch for the Ingleside neighborhood is addressed in the *San Francisco Public Library Branch Facilities Plan*:

“The current leased facility is not well suited for the programs and services the public demands of its modern branch libraries. The limited types of improvements that the Library can make in leased property are far less flexible than the creation of new, modern facilities. Furthermore, by investing in City ownership of its branch libraries, the City can divert the money currently used for rent to better uses such as improvements to collections, materials, and programs for the benefit of the public.”

The Ingleside Branch Library was established in 1925, and has served the neighborhood from a number of leased spaces over the ensuing seventy-eight years. The Library is committed to providing continued service to the Ingleside neighborhood by building a permanent home for the branch library on City-owned property.

The planning effort for the Ingleside Branch Library took place over a two-year period. Planning was conducted at the system-wide level, within the Ingleside neighborhood, and collaboratively with Aptos Middle School, part of the San Francisco Unified School District.

In August 2000, the Library undertook development of a strategic plan to guide the planning, design and construction of San Francisco Public Library facilities for the next twenty years—resulting in the *San Francisco Public Library Branch Facilities Plan*, completed in 2002. In developing the plan, the Library retained the services of David Binder Research in April of 2001, to conduct focus groups and surveys to better understand public opinion and priorities for branch library services and features. Findings from the Binder report were included in planning for the Ingleside Branch Library project and served as a resource for this study.

In the spring of 2002, in response to the long-standing need for a permanent home for the Ingleside Branch Library and as part of the Branch Library Improvement Program, it was decided to seek Library Construction Bond grant funding to support a portion of the costs to design and construct the long needed branch library.

Drew Harrington, a library building consultant, was engaged to assist the City and the Library in a planning effort for the new branch library. A community needs assessment, resulting in this study, was initiated in September 2002, at which time library staff began gathering input from the service area community and exploring the possibilities for a point-of-need, joint-use project between the branch library and branch service area schools.

The planning process included gathering community input from neighborhood residents, business owners, educators, religious leaders, homeowner associations, and community improvement organizations, as well as the collection of current and projected demographic data.

Methods used to assess current and projected library service needs in the branch service area included analysis of system-wide and city-wide planning documents, analysis of demographic data, a community survey, seventeen interviews with key individuals, attendance at established community and neighborhood organization meetings and branch library staff input.

The planning effort between the Library and the San Francisco Unified School District expanded on a long-standing working relationship involving class visits and collaborative promotion of reading programs. City Librarian, Susan Hildreth, and Chief of Children and Youth Services, Toni Bernardi, worked with school district leaders to explore student and family needs in the service area and to jointly identify point-of-need projects appropriate for collaboration between the School District and the Library. It was determined that family literacy support and student homework assistance would jointly support the Library's goal of information literacy of all students and the School District's goal of increased academic achievement of all students.

C. Community Input Strategies

Focus groups were used heavily to gather input for the *San Francisco Public Library Branch Facilities Plan*, which was completed in 2002. Rather than repeating that approach, it was decided that additional input should be gathered using different methods of community input to further develop an understanding of the needs of Ingleside service area residents. One focus group was conducted with students at Aptos Middle School, the school partner for Joint Use Cooperative Agreement. Other community input was gathered through extensive key informant interviews, group meetings, and a survey. Interviews were conducted with community leaders in commerce, religion, education and social services. A written community survey provided in English and in Chinese was distributed both at the Ingleside Branch Library and during group community meetings. Many community forums were held.

1. Community Meetings and Design Competition

While the Ingleside Branch Library project has been developing, the City Planning Department has been developing the Balboa Park Station Area Plan. The location and integration of the new branch library on Ocean Avenue is a key element of the plan. Planning staff has been very involved in all the siting and design considerations for the new branch library.

There has been much community interaction regarding the new Ingleside Branch Library because a new site had to be acquired for the new facility. The first community meeting was held on March 28, 2001, where eight sites, including the current leased facility, were identified as potential locations for the new branch. The attendees quickly reduced that field to four, including one site that had not yet been identified. Much research was done on these sites, including a detailed analysis of the current leased site, which could have been purchased and permanently converted into a branch library.

By April 2002, the sites, due to a variety of reasons, had been narrowed to two, the current leased facility and the site that the City has purchased. On April 18, 2002, the Library Commission authorized the City's Department of Real Estate to negotiate to obtain the "Sunset Auto" site, and the City has been successful in those negotiations and purchased the site in November 2003.

A well advertised, open community forum was held on November 7, 2002 to gather community input on the Ingleside Branch Library. The first significant storm of the season arrived the same day, but in spite of inclement weather, twenty neighborhood residents were in attendance.

On November 15, 2002, members of the *Ingleside Branch Library Affiliate Friends Group* met with the library consultant to discuss community and project needs.

Arrangements were made to place the library project on the regular agenda of the *Ingleside Terrace Homeowners Association* meeting the evening of November 16, 2002. This session was quite successful, with forty-seven participants willing to address the proposed Ingleside Branch Library project.

Later in the project, on January 18, 2003, an additional community forum was held to discuss findings from the community needs assessment, to review initial service and to brief the neighborhood on the architect selection process. Twenty neighborhood residents attended this meeting.

The architects for the Ingleside Branch Library were selected through a design competition process. As part of the City's process to determine architects for several library projects, qualifications from seventeen designers were received in response to a solicitation. Twelve firms were then interviewed and six firms were selected to compete for two branch library design opportunities. The competitions were blind in that community members and competition jurors were not aware of the identity of the firms that submitted final designs. Three firms submitted conceptual designs for the Ingleside Branch Library in January 2003. The design submittals were posted in the current branch library; and community input was solicited via questionnaires that asked members of the public to rank the designs. These rankings were considered as part of the final jury process in the competition. The joint venture of Fougeron Group 4 Architecture was selected to design the Ingleside Branch Library.

On June 7, 2003, a meeting was held to update the community on the status of the project, to introduce the project architects and to obtain community feedback on all the designs that had been submitted for the competition. Twenty-five residents were in attendance.

As a part of the due diligence required to obtain the branch library site, it was determined that the site was included in the Westwood Park Association, a neighborhood that had been planned in 1917. In order to provide as much flexibility of the City and the Library as possible, it was desirable for the branch library site to be exempted from Association design guidelines. Library staff met with the Westwood Park Association Board and cooperated on a modification to the Conditions, Covenants and Restrictions (CCR's) so that the Library would not be subject to these guidelines. The CCR's can only be modified by a 2/3 vote of the Association members, some of whom are absentee landlords. Due to the combined efforts of the Association Board and Library staff, the election was a success.

On October 14, 2003, a meeting was held to review preliminary conceptual plans with the community. Many design suggestions came forward which helped inform the final version of the conceptual plans to be submitted as part of the State grant application. Twenty-one residents were in attendance.

The City has purchased a new site for the Ingleside Branch Library and will demolish the existing structure, which is an unsightly auto repair shop. On October 23, 2003, a meeting was held that was open to all interested parties but was focused on immediate neighbors of the branch library site to discuss demolition plans and uses and maintenance of the site before the library is constructed. Eight neighbors attended that meeting.

On December 14, 2003, a demolition celebration was held at the new branch library site. The community is very excited about the prospect of a new branch library and they are also excited about the prospect of a current blight to Ocean Avenue, an unsightly auto repair shop, that will be demolished and replaced by the new branch library. Thirty eager community supports attended this get-together to celebrate the beginning of the demolition of the current structure.

Major themes that emerged in the discussions with community groups were:

- A need for improved computer access for both adults and children;
- A need for greater separation of children's and adult areas due to noise problems;
- A need for services to support literacy for children and their families;
- A need for space to accommodate community meetings and programs;
- The needs of students and their families for sufficient collections, staff, space and computers to support school assignments and school-related research (area school libraries vary in quality);
- A need for sufficient seating and choices of seating types, to include comfortable, lounge-style chairs; and
- The long-standing need for a permanent neighborhood branch library that will inspire pride in area residents and that is constructed to be energy-efficient and filled with natural light.

Summaries of the meetings are included as Appendix C of this study.

2. Interviews

In addition to group input, a number of key individuals were interviewed as part of the community input process. These individuals represented school and school support organizations, business leaders, the senior center, religious leaders, homeowners, a neighborhood quality-of-life organization, and the Chinese-American community.

Each person interviewed offered a unique perspective on community needs. Themes and issues echoed by more than one informant included the following:

- A need for additional computers in the branch library so that adults, teens and children do not have to wait too long to use them and/or go away frustrated by lack of computer access;
- The importance of support for neighborhood students—collections, databases, computer access and professional assistance;
- Provide children and families with assistance in English language literacy;
- A need for increased open hours to include weekend hours;
- A continuing need for materials in languages other than English—especially Chinese;

- An interest in collections and library-sponsored programs to broaden horizons and pique intellectual curiosity in children and teens; and
- A need in the community for increased understanding of modern research skills and computer literacy.

Summaries of all interviews are included as Appendix D of this study.

Interviews included the following key informants.

Blosser, Regina, Past President of the Oceanside-Merced-Ingleside (OMI) Neighbors in Action

The OMI organization was started as an anti-crack dealing group and has evolved into an organization that concerns itself with community safety and quality-of-life issues such as graffiti, garbage pickup, liquor store responsibility, tree planting and a community garden.

Burkes, Danny, President, Westwood Park Association

Westwood Park, part of the Ingleside neighborhood, is a homeowners association and membership is based on property ownership. The association distributes information about neighborhood issues to all residents.

Clement, Patty, Director of the Oceanside-Merced-Ingleside Senior Center

The OMI Senior Center serves 600 on-site patrons per year, all aged 60 or older.

Goode, Father Lawrence, St. Finn Bar Catholic Church

The St. Finn Bar Parish serves a largely Latino population both in the Church and in the associated parochial school.

Borelli, Judith, Principal of St. Emydius School

St. Emydius is a service area parochial school of the Archdiocese of San Francisco and serves 163 students in grades K-8.

Brother Jalbert, Librarian at Archbishop Riordan High School

Archbishop Riordan High School is a parochial school with a student body that is both economically and academically diverse. Students are largely Hispanic, Filipino and White, with approximately 8-10% African-American representation.

Driscoll, Ella, Council of Neighborhood Libraries, Ingleside Representative

The Council of Neighborhood Libraries promotes dialogue among and between branch libraries, San Francisco neighborhoods, and library and city decision-makers in order to create a public library system that best meets the needs of San Franciscans.

Hurley, Laura, Assistant Principal, Aptos Middle School

Ms. Hurley is the Assistant Principal for Aptos Middle School, the public middle school that serves the Ingleside neighborhood, and the branch library's school partner for the joint-venture project.

Lam, Lily, Vice-President, Bank of America

The Ingleside area branch of the Bank of America serves a largely neighborhood clientele and is an active member of the Ingleside business community.

Lee, Alec, Executive Director of Aim High

Aim High is an organization that provides economically disadvantaged students with supportive educational experiences, including after-school tutoring and summer programs. Students in the program are predominantly African-American, Asian or Hispanic.

Mellinger, Ruth, Council of Neighborhood Libraries, Ingleside Representative

The Council of Neighborhood Libraries promotes dialogue among and between branch libraries, San Francisco neighborhoods, and library and city decision-makers in order to create a public library system that best meets the needs of San Franciscans.

Phillips, Marchelle, Owner of BLAK Specialty Gifts

BLAK Specialty gifts is a neighborhood business. Owner Marchelle Phillips is an engaged and involved member of the community.

Simmons, Stephanie, Director, Thad Brown Boys Academy

The Academy serves a largely African-American clientele, developed to serve students in an after-school program. The program assists children and teens with their studies through tutoring and enrichment programs, including career workshops, mentoring, college tours and sports activities.

Thang, Mannie, Director, Outer Sunset Neighborhood Resource Center

Ms. Thang directs a neighborhood center, which provides free information and referral services to meet the needs of seniors and disabled adults.

Tsang-Cheung, Ruby, PTA President, Commodore Sloat Elementary School

Ms. Tsang-Cheung is the current PTA President of a service area public elementary school, serving grades K-5.

Yao, Andrew and Chang, Jenny, Library Pages, San Francisco Public Library

Mr. Yao and Ms. Chang are Chinese immigrants to the United States. Both work as pages for the Ingleside Branch Library, and Mr. Yao is a student at San Francisco City College and San Francisco State University.

Yip, Susan, Parent of Aptos Middle School Student

Ms. Yip is a regular user of the Ingleside Branch Library and is active in multiple parent organizations at Aptos Middle School, the public middle school that serves the Ingleside neighborhood, and the branch library's school partner for the joint-venture project.

3. Survey

Community surveys were conducted during October and November of 2002 and were administered by the San Francisco Public Library. Survey forms were available in two languages—English, and Chinese and were distributed at the branch library and at group

meetings during the community input process. 262 surveys were completed and returned to the Library—203 in English and 59 in Chinese.

A summary of survey responses and comments is included as Appendix E of this study.

In addition to the current survey, previous 2001 survey results⁵ from a study done by David Binder Research, were reviewed and considered.

79% of current survey respondents reside in the Ingleside neighborhood, 85% are branch library users, and most visit at least weekly. The most frequently used service is borrowing of books and audiovisual materials, and 44% of respondents use library materials in the Chinese Language.

Surveys showed the following areas of shared interest and concern for future branch library services.

Materials

- New books and information on current topics is the highest priority for collection expansion
- Increased audiovisual collections are strongly desired
- Magazines and newspapers are popular and important to the community
- Audiobooks are popular
- More books and magazines are needed for teens
- General fiction collections need to grow
- More materials in other languages, especially Chinese, are needed

Services

- Seating, materials, computer equipment and assistance are needed to support student schoolwork
- Additional public computers and technology training are needed
- General reader seating space needs to grow
- Materials and services are needed to support family literacy—reading readiness and reading improvement
- Information and services are needed to support career planning
- A program and meeting room is desired by the majority (60%) of respondents

4. School Collaboration Planning and Aptos Middle School Focus Group

The new branch library will serve students and their families from three public schools, grades K-12—all administered by the San Francisco Unified School District.

One private school and three parochial schools in the branch neighborhood also serve students in grades K-12.

⁵ Appendix F

Public Schools:

Commodore Sloat Elementary School
Aptos Middle School
Balboa High School

Private Schools:

Lick-Wilmerding High School

Parochial Schools

Riordan High School
St. Emydius
Voice of Pentecost K-12

On May 14, 2003, library staff met with students from Aptos Middle School to discuss their interest in the Ingleside Branch Library and how branch library services could respond to their needs as students and neighborhood residents.

Themes that emerged during the Aptos Middle School Focus Group included the following:

- A need for additional computers both for research and for fun;
- Comfortable furnishings;
- More collections—reference books, fiction, graphic novels, test preparation books, computer software and educational computer games;
- Programs that allow teens to work as volunteers in the branch library; and
- Library staff that can help students with their homework—especially students whose parents all work outside the home and/or whose parents may not have strong English language skills.

The San Francisco Public Library supports the San Francisco Unified School District's goal of increased academic achievement of all students, and the School District supports the Library's goal of information literacy of all students. These school and library goals are complementary and will be supported through the Joint Use Cooperative Agreement, to include a Family Literacy Center and a Homework Center.

Family Literacy Center

Community input pointed to the importance of reading readiness and reading skills improvement and English language literacy in the Ingleside neighborhood. Aptos Middle School noted the recognized connection between school success and family literacy. To meet service area literacy needs, the Ingleside Branch Library and Aptos Middle School will act as partners in activities to establish a community approach to developing strong family literacy within the service area.

Homework Center

The Ingleside community, Aptos Middle School and the branch library all recognize that a supportive space in which to do homework can have a major impact on a student's ability to succeed in school, but area schools are not open to students in the evening and have limited library resources. The branch library can provide a variety of supportive resources for students and so is a natural place to establish a formal, community-based homework center for the area's K-8 students. As part of the Joint Use Cooperative Agreement, staff from Aptos Middle School and from the Ingleside Branch Library will collaborate to train student and adult volunteers to staff the Homework Center and to promote services of the Homework Center.

5. Library Staff

Ingleside Branch Library staff and Katie Lynds, West District Branch Manager for the San Francisco Public Library, were consulted regarding branch library service and facility needs.

An Ingleside Branch Library staff meeting included exploration of the branch library client base and satisfactions and frustrations of working from the current facility, as well as suggestions for improved/enhanced services to the Ingleside community.

Comments from staff regarding services and the facility included the following:

- Adult use tends to be recreational and many items are borrowed from other branch libraries
- There is strong use from the immigrant population of the neighborhood and heavy use of Chinese language materials
- Seniors are most likely to visit in the mornings, as are neighborhood "regulars"
- There is a predictable after-school rush on weekdays and some children stay until their parents get off work in the evenings
- Circulation of teen materials, especially graphic novels, is brisk
- The existing facility is inefficient in its layout, and does not lend itself to library services, but it is better than the previously leased space because it has some architectural character
- The number of computer stations for the public is insufficient—they must always wait to use a computer
- There are too few seats for library users
- Electrical outlets are insufficient and poorly located
- Roof leaks and a faulty heating system make the winter months uncomfortable and difficult for staff and users alike
- Sun glare is a problem due to large, west-facing windows

III. COMMUNITY ANALYSIS

A. Executive Summary

San Francisco is a city of well-defined neighborhoods and each of the Library's twenty-six branches, constructed or leased between 1914 and 2000, serves a specific neighborhood. The Ingleside Branch Library, in operation since 1925, has always been housed in leased facilities. The branch library provides service to the section of the City bounded by Monterey Boulevard to the North, the 280 Freeway to the East, Garfield and Grafton Avenues to the South and Junipero Serra Boulevard to the West.

In the late 1800s Ingleside was home to the fashionable Ingleside Race Track, billed as the "Most Perfect Winter Race Track in America." When the track faded in popularity residential development expanded in the area, with a variety of housing types ranging from modest residences to rather grand homes. As the neighborhood evolved it was most likely to be home to middle-class, working families hoping to buy a home and settle in an established neighborhood.

Ethnically, the area was originally a neighborhood of Italian and Irish families. Following World War II, neighborhood ethnicity shifted, with an influx of Asian and African American families. According to 1990 census data, Asians residents of Ingleside represented 28% of the area population, and African Americans represented 15% of residents. Ingleside was a thriving section of the City, with supermarkets, banks and shops along Ocean Avenue, but in the 1980s and the early 1990s it experienced a period of decline, including significant crime problems. Between 1990 and 2000, the Ingleside neighborhood grew rapidly, with a population increase of more than 14%, double the rate of San Francisco overall. This growth in the Ingleside population did not represent a construction boom, but was largely the result of an increase in the size of families in the neighborhood.

The Ingleside community is one of San Francisco's most diverse neighborhoods and also one of its most dynamic. Census data from 2000 show that the ethnic composition of the neighborhood has shifted dramatically, with Asians and African Americans reversing position so that more than 38% of residents are now Asian and 9% are African American. Whites make up 44% of the population, and Hispanics of any race account for 11% of residents.

Some area residents are relative newcomers to the United States and 25.5% of residents speak English less than very well. Residents of Chinese descent make up 26.5% of the total Asian population, and statistics show that almost 38% of service area residents speak Asian or Pacific Island languages in their homes. The large Chinese-American population has considerable impact on the flavor of the area, including the branch library, where Chinese-language materials are extremely popular.

In the *Balboa Park Station Area Plan*, part of the *Better Neighborhoods 2002* initiative, the Planning Department of the City of San Francisco addresses the need to improve and revitalize the Ingleside Neighborhood. Plans include upgraded public transportation along Ocean Avenue, sidewalk and lighting improvements and relocation of the Ingleside Branch Library to a new, permanent location on Ocean Avenue.

The largest age group in the service area, 47% of the population, is between the ages of 25-54. This is somewhat smaller than the population in this age group for San Francisco overall, and the number of people aged 65+ equates to 15% of the population, which is somewhat higher than is seen in the City as a whole.

Most people in the Ingleside community are homeowners who live in families, and twice as many of those families are raising children than in the city of San Francisco overall. San Francisco is a city of relatively few children as compared with California and the nation, but this is less true in the Ingleside Branch Library service area, where almost 22% of the population is nineteen years of age or younger.

There are 3,642 students, grades K-12, attending three public, one private and three parochial schools in the Ingleside service area. The strength of the public schools, as measured by the Academic Performance Index, varies from school-to-school. Availability of school library service also varies, and none of the public or private schools in the community provides library service hours beyond the school day.

For library planning purposes, perhaps the most unusual demographic characteristic of the Ingleside community is its economic diversity. Within the service area boundaries, annual per capita income differs by as much as \$31,966 between census tracts.

Economic diversity, balanced age distribution and the fact that Ingleside is one of San Francisco's most diverse neighborhoods suggest that the Ingleside Branch Library will need to provide a wide range of services to meet the demands of the community.

B. Service Area

San Francisco is a city of well-defined neighborhoods and each of the Library's twenty-six branch libraries, constructed or leased between 1914 and 2000, serves a specific neighborhood. The Ingleside Branch Library, currently housed in a leased facility, provides library service to the section of the City bounded by Monterey Boulevard to the North, the 280 Freeway and Forester to the East, Holloway Avenue and Mount Vernon to the South and Junipero Serra Boulevard to the West.

In 2001, the City initiated a site selection process for the Ingleside Branch Library. Public input, regarding potential sites, was gathered at a community meeting in March 2001, a meeting with the Ingleside Branch Library Friends Group in July 2001, and at an August 2001 meeting of the Library Commission.

In April of 2002 an additional community meeting was held at the branch library to discuss the preferred site—the Sunset Garage, located near the currently leased Ingleside Branch Library on Ocean Avenue. Based on discussion of site feasibility, the branch library service area community strongly supported the proposed Sunset Garage site located at 1298 Ocean Avenue. The site is only 0.2 miles from the current leased branch library location, and encompasses 11,120 square feet.

As part of the San Francisco Planning Department's *Better Neighborhoods* program, this parcel of land was considered during the review of the *Balboa Park Station Area Plan* (October 2002), and it was noted that the branch library was the preferred use for the Sunset Garage parcel.

In November 2003, the City purchased the Sunset Auto Garage, 1298 Ocean Avenue, as the site for the new branch library.

Service area boundaries for the future site of the Ingleside Branch Library will remain the same as for the current leased site, which includes portions of four census tracts.

Table 1
Service Area Census Tracts: 2000

Service Area Census Tracts	Percentage of Tract included in Service Area	Population
309	55%	3,724
310	90%	3,200
311	25%	1,570
312	50%	4,244
Total		12,738

Source: U.S. Census Bureau 2000

C. Government Agencies and Officials

City and County of San Francisco

The City and County of San Francisco is committed to the revitalization of San Francisco Public Library branch facilities through new construction and renovation as shown in the *San Francisco Public Library Branch Facilities Plan* and in the Branch Library Improvement Program.

Completed in 2002, the *San Francisco Public Library Branch Facilities Plan*, supporting the goals of the Branch Library Improvement Program, is an extensive document that sets goals, objectives and standards for the renovation of existing branch library facilities and the planning and design of new ones. The *San Francisco Public Library Branch Facilities Plan* calls for a City-owned facility to replace the Ingleside Branch Library, which has been housed in leased facilities for the seventy-eight years that it has served the Ingleside neighborhood.

The following departments collaborated closely with the Library to create the *San Francisco Public Library Branch Facilities Plan*:

- San Francisco Department of Public Works
- Bureau of Architecture
- Bureau of Engineering
- Geographic Data Services
- Bureau of Construction Management
- Department of Administrative Services Real Estate Division

City and County of San Francisco Board of Supervisors

The Mayor and the Board of Supervisors are engaged in oversight and appropriate approvals for implementation of the Branch Library Improvement Program. Gerardo Sandoval serves as the Supervisor of District 11, the location of the current, leased facility. The proposed new branch library will be located in District 7, where Tony Hall serves as District Supervisor. The Finance Committee of the Board of Supervisors and the full Board have approved project expenses related to the Ingleside Branch Library project as well as the project grant application.

Current members of the Board of Supervisors Finance Committee are:

- Aaron Peskin, Chair
- Gerardo Sandoval
- Jake McGoldrick

Citizen's General Obligation Bond Oversight Committee

In March 2002, voters approved Proposition F, which called for the formation of a Citizen's General Obligation Bond Oversight Committee to inform the public concerning the expenditure of general obligation bond proceeds by active review, and report to the Board of Supervisors. This group has been formed and the Library reports regularly to them on the status of the Library's bond program.

In the first annual report of the General Obligation Bond Oversight Committee, in the “Findings and Recommendations” section, it is stated that “The Library bond program staff has demonstrated excellent planning and oversight of financial resources and timelines. Planning includes reasonable contingencies for non-receipt of state grants and provides reasonable reserves for the various elements of the construction/remodeling phases of the bond program.”

The General Obligation Bond Oversight Committee is comprised of:

- Sam Yockey, Chair – Appointed by the Mayor – Active in a business organization representing the business community located with in the City
- Pamela S. Jue, Vice-Chair – Appointed by the Controller – Expertise in auditing governmental financial statements or with expertise in public finance law
- John F. Hentz – Appointed by the Board of Supervisors – Active in a community organization
- Terry Micheau – Appointed by the Controller – Expertise in construction management
- Arlene Singer – Appointed by the Civil Grand Jury – Member of the Civil Grand Jury
- Deidre Von Rock-Ricci – Appointed by the Board of Supervisors – Active in a business organization representing the business community located with in the City
- Bill Wong – Appointed by the Board of Supervisors – Active in a labor organization
- Jim Wunderman – Appointed by the Mayor – Active in a community organization

San Francisco Public Library Commission

The Commission is a seven-member commission appointed by the Mayor of San Francisco. The charge of the Commission is to set policy and to approve the budget for the San Francisco Public Library system. The Library Commission recommended the site on Ocean Avenue to the Board of Supervisors for purchase approval. Additionally, the Library Commission reviewed the Joint Use Cooperative Agreement between the Library and the School District and recommended it to the Board of Supervisors for approval as well as this project grant application. The Commission has held a number of special meetings to guide implementation of the Branch Library Improvement Program.

Current members of the Library Commission are:

- Charles A. Higuera, A.I.A., President
- Helen Marte Bautista
- Lonnie K. Chin
- Steven A. Coulter
- Carol Steiman, Vice President
- Fran A. Streets
- Deborah Strobin

San Francisco Unified School District Board of Education

The Board of Education has been instrumental in enabling the San Francisco Public Library to improve library services in the Ingleside area by partnering with the Library to develop a Joint

Use Cooperative Agreement between the schools and the Ingleside Branch Library to provide for certain joint venture projects.

The Library and the School District began discussing potential collaborations upon passage of the State Library Bond Act in March 2000 and the Library's local bond measure in November 2000. The San Francisco Unified School District Board and District Superintendent, Arlene Ackerman, have been actively supportive of cooperation and collaboration. The Joint Board of Supervisors/ Board of Education Committee, a collaborative, city and school district committee comprised of three Board of Education members and three members of the San Francisco Board of Supervisors continued discussions in 2001 and 2002. The committee focused on possibilities for siting new branch libraries on school district property and the nature of other possible cooperative projects. Joint Committee Members included commissioners Emilio B. Cruz, Mark Sanchez and Dr. Dan Kelly from the Board of Education; and Supervisors Sophia Maxwell, Tom Ammiano, and Fiona Ma from the San Francisco Board of Supervisors.

Action was taken on September 23, 2003 by the San Francisco Unified School District Board to approve the Joint Use Cooperative Agreement for services for the Ingleside Branch Library.

The Board of Education is comprised of:

- Emilio Cruz, President
- Eric Mar, Esq., Vice President
- Eddie Y. Chin, J.D., Commissioner
- Dr. Dan Kelly, Commissioner
- Sarah Lipson, Commissioner
- Mark Sanchez, Commissioner
- Jill Wynns, Commissioner
- Arlene Ackerman, Superintendent

Branch Library Improvement Program (BLIP) Advisory Committee

In order to provide effective oversight for the program, in addition to the review of the Library Commission, the City Librarian created a public oversight committee.

The BLIP Advisory Committee includes representatives from many stakeholder groups who meet on a regular basis to provide general oversight to the program. Information to be reviewed includes: the schedule of the program; financial reports on bond expenditures; potential partnering opportunities for projects; design issues relating to historic preservation; accessibility and modernization; service issues relating to space and facility design; relocation/temporary services plans during branch library closures, and other issues identified as the program progresses.

Currently, there are representatives from:

- Mayor's Budget Office, Dawn Kamalanathan
- Board of Supervisors, vacant
- Library Commission, Helen Marte Bautista

- Department of Recreation and Parks, Yomi Agunbiade
- Department of Neighborhood Services, Denise Castaneda
- Department of Public Works, Bob Beck
- Landmarks Preservation Advisory Board, Tim Kelley
- San Francisco Youth Commission, Justin Fichelson
- San Francisco Unified School District, Ann Dalton
- San Francisco Public Library Accessibility Panel, Harry Mar
- Council of Neighborhood Libraries, Chet Roman
- Council of Neighborhood Libraries, Melinda Adams
- Friends of the San Francisco Public Library, Glen Ramiskey
- Department of Children, Youth and their Families, Ken Bukowski
- San Francisco Planning and Research Association (SPUR), Peter Winklestein

Council of Neighborhood Libraries

The Council of Neighborhood Libraries promotes dialogue among and between branch libraries, San Francisco neighborhoods, and library and city decision-makers in order to create a public library system that best meets the needs of San Franciscans.

Ella Driscoll, Ruth Mellinger and Dan Weaver are the Council representatives for the Ingleside Branch Library. Ms. Driscoll, Ms. Mellinger and Mr. Weaver all participated in interviews or community input meetings during the Ingleside Branch Library community needs assessment.

Bureau of Architecture, Department of Public Works

Marilyn Thompson, AIA, is the manager of the Branch Library Improvement Program and works on the Ingleside Branch Library project, as well as all other branch projects. Marilyn coordinates work of the Department of Public Works, other City departments and private consultants in carrying out all the projects in the Branch Library Improvement Program. She is assisted by Mindy Linetzky, Bond Program Administrator.

Susan Hildreth, City Librarian

Ms. Hildreth bears primary responsibility for the Branch Library Improvement Program and was instrumental in initiating the Ingleside Branch Library planning process. She orchestrated formal community involvement by way of numerous advisory committees and collaboration with the San Francisco Unified School District. She served as an engaged leader and participant in neighborhood planning meetings and directed staff and resources to support and facilitate the project.

San Francisco Public Library

Administrators and staff from the Library served as leaders and organizers of the community needs assessment process for the Ingleside Branch Library. They gathered demographic data, conducted interviews, surveys and community forums, met with community and library organizations, and collaborated with school officials to develop a mutually beneficial Joint Use Cooperative Agreement.

Staff and administrative representatives:

- Toni Bernardi, Chief of Children and Youth Services
- Donna Corbeil, Chief of Branches
- Mindy Linetzky, Bond Program Administrator
- Katie Lynds, West District Manager
- Jan Nunes, Ingleside Branch Library Manager
- Marilyn Thompson, Program Manager for the Branch Library Improvement Program
- Paul Underwood, Deputy City Librarian

D. School Agencies

The mission of the San Francisco Unified School District is to provide each student with an equal opportunity to succeed by promoting intellectual growth, creativity, self-discipline, cultural and linguistic sensitivity, democratic responsibility, economic competence, and physical and mental health so that each student can achieve his or her maximum potential.

The mission of the San Francisco Unified School District Library Media Program is to ensure that students and staff are effective users of ideas and information.

The Office of Textbooks, Libraries and Media Services oversees the Library Media Program of the San Francisco Unified School District, providing support services for faculty, library media teachers and library paraprofessionals. Decisions regarding collection development, collection size and library media center staffing are made at the school level rather than the district level.

Ann Dalton, Program Administrator of the Office of Textbooks, Libraries and Media Services noted that due to current budget pressures, district schools are projecting probable library position reductions or eliminations for the 2003-2004 academic year.

Currently, the following service and staff levels are available at the three public schools in the Ingleside Branch Library service area.

Table 2
Service Area Public School Library Media Center Services

School Name	Staffing Levels	Hours	Collections	Computer Access
Aptos Middle School	one, ½ time certified LMT*	9:00-3:30 T & F, 9:00-1:30 W, closed M & Th	10,000 volumes, books only	9 student computers with Internet access
Balboa High School	one, full-time certified LMT*	8:00-3:30, closed during lunch, closed after school	16,965 volumes including books & videos	24 student computers with Internet access
Commodore Sloat Elementary School	One, ½ time paraprofessional	8:30-2:40	Not available	20 student computers with Internet access

Source: School Library staff at individual schools

*LMT= Library Media Teacher

In addition to three public schools, the service area is home to one private school, and three parochial schools. Lick-Wilmerding and Riordan High Schools and St. Emydius School have libraries. A professional librarian and two paraprofessionals staff the Lick-Wilmerding High School Library. A half-time professional librarian staffs the Riordan High School Library. Parent volunteers staff the Library at St. Emydius School. The Voice of Pentecost School does not have a library.

Public Schools:

Commodore Sloat Elementary School
Aptos Middle School
Balboa High School

Private Schools:

Lick-Wilmerding High School

Parochial Schools

Riordan High School
St. Emydius K-12
Voice of Pentecost K-12

The main campus of the City College of San Francisco is adjacent to the new site for the Ingleside Branch Library. Library staff have met with Chancellor Phillip Day and his staff to discuss future cooperation in programs, services, collections and shared facility uses. Ingleside neighborhood residents may try to use the City College Library for information beyond the scope of the branch library. The City College Library mainly supports the curriculum needs of the students and faculty. San Francisco residents who have proper identification but are not students can obtain a “non-student” library card with limited borrowing privileges.

It is also noteworthy that San Francisco State University is located only 1.2 miles from the new Ingleside Branch Library site. It is expected that community residents will also use the J. Paul Leonard Library at the University when they have research needs beyond the capabilities of the branch library or City College. University students and their families may also use the branch library for recreational materials, children’s materials and children’s programming. The public is welcome to visit the University Library and they can obtain a borrowing card if they are members of the Friends of the J. Paul Leonard Library.

Table 3
Branch Service Area School Enrollment

School	2002-2003 Enrollment
Public Schools	
Aptos Middle School	810
Balboa High School	951
Commodore Sloat Elementary School	355
Private Schools	
Lick-Wilmerding High School	386
Parochial Schools	
Riordan High School	800
St. Emydius	161
Voice of Pentecost	179
Total	3,642

Source: California Dept. of Education & Individual Schools

E. Community Organizations

The Ingleside neighborhood is home to a number of active community organizations. As part of the input process for the community needs assessment, meetings or individual interviews were conducted with neighborhood organizations or their representatives.

Active organizations in the service area include the following:

- Catholic Charities of the Archdiocese of San Francisco
- Ingleside Community Center/Senior Center
- Ingleside Terrace Homes Association
- Oceanside-Merced-Ingleside Business League
- Oceanside-Merced-Ingleside Neighbors in Action
- Westwood Park Association

F. Demographic Profile

1. Population – Current and Trends

According to the 2000 United States Census, 12,738 people reside in the Ingleside Branch Library service area. By 2020, the service area population is projected to reach 13,288, equating to a 4.3 % population increase over the coming twenty years. This rate of projected growth mirrors that of the City of San Francisco as a whole.

Table 4
Population Comparison: 1980-2020

Year	Ingleside Service Area	San Francisco
1980	10,676	678,974
1990	11,629	723,959
2000	12,738	776,733
2020	13,288	811,100

Sources: U.S. Census Bureau
Association of Bay Area Governments

2. Age Breakdown

The largest age group in the service area, 5,985 people, or 47% of the population, is between the ages of 25-54. This is similar to California and to the nation, but is somewhat smaller than the population in this age group for San Francisco overall, where 54.3% of the population is between the ages of 25-54.

As a whole, the City of San Francisco has a notably smaller percentage (16.5%), of school-age children than does the state of California (30.1%) or the nation (28.6%). This is less true in the Ingleside service area, where 21.7% of the population is under the age of 20. This suggests that library service to the school-age population should be an important service for the Ingleside Branch Library.

Also notable is the number of people in the service area aged 65+. In Ingleside, this group equates to 15.1% of the population, which is somewhat higher than is seen in the City as a whole (13.6%), the state (10.7%) or the nation (12.4%).

Table 5
Ingleside Branch Library Service Area Population by Age: 2000

Age Group	Ingleside Service Area	San Francisco	California	United States
0 - 4	645	31,846	2,486,981	19,175,798
	5.06%	4.1%	7.3%	6.8%
5-9	694	31,846	2,725,880	20,549,505
	5.45%	4.1%	8.0%	7.3%
10-14	733	31,069	2,570,822	20,528,072
	5.76%	4.0%	7.6%	7.3%
15-19	695	33,400	2,450,888	20,219,890
	5.46%	4.3%	7.2%	7.2%
20-24	743	55,925	2,381,288	18,964,001
	5.84%	7.2%	7.0%	6.7%
25-34	1,812	180,202	5,229,062	39,891,724
	14.23%	23.2%	15.4%	14.2%
35-44	2,091	133,598	5,485,341	45,148,527
	16.41%	17.2%	16.2%	16%
45-54	2,082	107,966	4,331,635	37,677,952
	16.34%	13.9%	12.8%	13.4%
55 - 59	688	34,953	1,467,252	13,469,237
	5.4%	4.5%	4.3%	4.8%
60 - 64	629	30,293	1,146,841	10,805,447
	4.94%	3.9%	3.4%	3.8%
65 - 74	1,003	53,595	1,887,823	18,390,986
	7.88%	6.9%	5.6%	6.5%
75 - 84	676	38,060	1,282,178	12,361,180
	5.31%	4.9%	3.8%	4.4%
85+	246	13,981	425,657	4,239,587
	1.93%	1.8%	1.3%	1.5%

Source: U.S. Census Bureau 2000

Table 6
Ingleside Branch Library Service Area Percent of Population by Age: 2000

Age Group	% of Population Ingleside Service Area	% of Population San Francisco	% of Population California	% of Population United States
0-19	21.7%	16.5%	30.1%	28.6%
20-24	5.8%	7.2%	7.0%	6.7%
25-54	47.0%	54.3%	44.4%	43.6%
55-64	10.3%	8.4%	7.7%	8.6%
65+	15.1%	13.6%	10.7%	12.4%

Source: U.S. Census Bureau 2000

3. Students, Schools and API Scores

The San Francisco Unified School District operates three public schools in the service area with a total 2002-2003 enrollment of 2,116 students. Additionally, one private school and three parochial schools in the service area provide educational services to 1,526 students in grades K-12.

Table 7
Ingleside Branch Library Service Area Schools: 2002/03

School	Enrollment
Public Schools	
Balboa High School	951
Commodore Sloat Elementary School	355
Aptos Middle School	810
Total Public School Enrollment	2,116
Private Schools	
Lick-Wilmerding High School	386
Parochial Schools	
Riordan High School	800
St. Emydius	161
Voice of Pentecost	179
Total Private School Enrollment	1,526
Total Service Area School Enrollment	3,642

Source: California Dept. of Education & Individual Schools

The racial and ethnic diversity of service area schools is notably higher than that of the overall service area population. This is largely explained by school district busing and by the fact that area private schools do not draw students from any specific section of the city. Service area school enrollments show 24.8% Asian students, 22.7% Hispanic students of any race, 18.9% African American students, 15.4% White students, 9.6% Filipino students, and 7.7% of students in the category of multiple heritage or no response.

Table 8
School Enrollment by Ethnicity
Ingleside Branch Library Service Area Schools: 2002-2003

School	School Name	School Name	School Name	School Name	School Name	School Name	School Name	Total Enrollment
	Balboa H. S. Source: SFUSD 2002	Comm. Sloat E.S. Source: SFUSD 2002	Aptos M.S. Source: SARC 2002	Lick-Wilmerding H. S.	Voice of Pentecost Source: Receptionist	St. Emydius Source: Receptionist	Riordan H.S. Source: Web site	
American Indian	6	1	7	0	1	0	0	15
	0.6%	0.3%	0.8%	0.0%	0.5%	0.0%	0.0%	0.0%
Asian	114	170	302	68*	30	23	128	835
	11.9%	47.9%	37.2%	17.6%	16.7%	14.2%	16%	23%
Pacific Islander	0	0	1	N/A	2	2	0	5
	0.0%	0.0%	0.1%		1.1%	1.2%	0.0%	0.0%
Filipino	202	15	49	N/A	8	0	160	434
	21.2%	4.2%	6.0%		4.4%	0.0%	20%	12%
Hispanic	255	50	212	16	100	12	176	821
	26.8%	14.1%	26.1%	4.1%	55.8%	7.4%	22%	23%
African American	220	34	163	16	15	91	56	595
	23.1%	12.0%	20.1%	4.1%	8.3%	56.5%	7%	16%
White	37	81	74	219	23	4	200	638
	3.8%	22.8%	9.13%	56.7%	12.8%	2.4%	25%	18%
Multiple/No response	117	4	2	67	0	29	80	299
	12.3%	1.1%	0.2%	17.3%	0.0%	18.0%	10%	8%
Total Enrollment	951	355	810	386	179	161	800	3,642
Total %	100%	100%	100%	100%	100%	100%	100%	100%

Source: San Francisco Unified School District & Direct Contact With Schools

*Lick Wilmerding has one category for Asian/Pacific Islander/Filipino

For accountability purposes, California uses the Academic Performance Index (API) to measure student achievement in each public school.

Each annual API reporting cycle includes two reports: a base report, which appears after the first of the calendar year, and a growth report, which appears after school starts each fall. This pair of reports is based on APIs calculated in exactly the same way, using the same indicators, but applying test results from two different years.

The following charts show the 2001 API base report and the 2001-2002 API growth report for service area public schools. Between 1999 and 2001, Academic Performance Index base scores have risen at the elementary and middle schools in the service area. At Balboa High School, scores have dropped slightly.

Of the three service area public schools, only one, Aptos Middle School, the school partner for the Joint Use Cooperative Agreement, has met its 2001-2002 growth target and is eligible for awards. Neither the elementary school nor the high school met their overall growth targets.

Table 9
API Base Report for Public Schools
Ingleside Branch Library Service Area

	1999 API Base ¹	2000 API Base	2001 API Base ⁶	STAR 2001 % Tested ²	2001 Statewide Rank ³	2001 Similar Schools Rank ³	2001-02 Growth Target ⁴	2002 API Target ⁵
Elementary Schools								
Commodore Sloat E.S.	770	795	813	99%	9	7	A*	A*
Middle Schools								
Aptos M.S.	659	646	723	97%	5	4	8	649
High Schools								
Balboa H.S.	n.a.	445	440	89%	1	1	6	688

Source: California Department of Education

*A=means the school scored at or above the interim statewide performance target of 800

¹ The API scale is 200-1000. Only scores for students in the district the prior year are included in the calculation.

² The 2001 API Base Report reflects the first major change in the components that make up the API. The 2001 Base API includes results not only from the Stanford 9 norm-referenced assessment but also from the California Standards Test in English-Language Arts (CST ELA) of the Standardized Testing and Reporting (STAR) Program. The methodology for integrating results from the CST ELA was approved by the SBE in September 2001.

³ This percent is calculated by dividing the number of students tested by enrollment in grades tested as indicated on the October 1998 CBEDS School Information Form.

⁴ Rankings are in deciles with 10 being the highest and 1 the lowest. For Statewide ranks, each decile contains 10% of all schools. For Similar Schools ranks, each decile contains 10% of the 100 most similar schools.

⁵ The growth target is 5% of the difference between the 2001 API and the Statewide Performance Target of 800.

⁶ This is the sum of the 2001 API plus the 2001-2002 growth target.

Table 10
API Growth Report: 2001-2002

						Met Growth Target			
	STAR 2002 % Tested	2002 API Growth	2001 API Base	2001- 2002 Growth Target ⁶	2001- 2002 Growth	School Wide (SW)	Compar- able Improve- ment (CI)	Both School- wide and CI	Awards Eligible
Elementary Schools						Yes or No	Yes or No	Yes or No	Yes or No
Commodore Sloat E.S.	98	792	813	A	-21	No	No	No	No
Middle Schools									
Aptos M.S.	99	678	641	8	37	Yes	Yes	Yes	Yes
High Schools									
Balboa H.S.	97	449	440	18	9	No	No	No	No

Source: California Department of Education

Note: The API scale is 200-1000. Only scores for students in the district the prior year are included in the calculation.

Awards Notes: The "Awards Eligible" column requires at least five points schoolwide growth and at least four points growth for each numerically significant subgroup.

¹ This percent is calculated by dividing the number of students tested by enrollment in grades tested as indicated on the October 1998 CBEDS School Information Form.

² The growth target is 5% of the difference between the 2001 API and the Statewide Performance Target of 800.

³ The 2001 API Base Report reflects the first major change in the components that make up the API. The 2001 Base API includes results not only from the Stanford 9 norm-referenced assessment but also from the California Standards Test in English-Language Arts (CST ELA) of the Standardized Testing and Reporting (STAR) Program. The methodology for integrating results from the CST ELA was approved by the SBE in September 2001.

4. Educational Attainment and Adult Literacy Rate

Service area residents are well educated, with almost 85% holding a high school degree or higher and almost 41% having completed a bachelor's degree or beyond. Educational attainment is similar to that of San Francisco as a whole, and is higher than levels seen for the state of California or the United States.

Table 11
Population by Educational Attainment for Persons 25+: 2000

Education	Ingleside Service Area	San Francisco	California	United States
Less than 9 th grade	838	62,549	2,446,324	13,755,477
	9.03%	10.5%	11.5%	7.5%
9 th to 12 th grade	561	49,516	2,496,419	21,960,148
	6.05%	8.3%	11.7%	12.1%
High school graduate/GED	1,360	82,618	4,288,452	52,168,981
	14.66%	13.9%	20.1%	28.6%
Some college, no degree	2,128	99,933	4,879,336	38,351,595
	20.83%	16.8%	22.9%	21%
Associate degree	852	33,197	1,518,403	11,512,833
	8.33%	5.6%	7.1%	6.3%
Bachelor's degree	2,605	170,186	3,640,157	28,137,792
	25.5%	28.6%	17.1%	15.5%
Graduate or professional degree	1,556	97,806	2,029,809	16,144,813
	15.23%	16.4%	9.5%	8.9%

Source: U.S. Census Bureau 2000

Table 12
Educational Attainment Summary: 2000

	Ingleside Service Area	San Francisco	California	United States
% high school graduate or higher	84.55%	81.3%	76.8%	80.4%
% bachelor's degree or higher	40.73%	45%	26.6%	24.4%

Source: U.S. Census Bureau 2000

Though a new study is underway, the most current official information regarding literacy in California and the United States is found in a 1996 study from Portland State University, Portland Oregon. This study, commissioned by the National Institute for Literacy, produced "Synthetic Estimates of Adult Literacy" based on the 1993 Adult Literacy Survey and 1990 census data. Estimates from the study, shown below, are available for the City of San Francisco, but not for specific census tracts within the City.

The National Institute for Literacy uses a 5-level scale to measure literacy, with level 1 representing the lowest level of literacy and level 5 the highest. As per the chart below, an estimated 30% of adults living in San Francisco are at the lowest level of literacy, which is 6% - 8% higher than either California or the United States as a whole. When literacy levels 1 and 2 are considered together, the disparity between San Francisco, the state of California and the United States lessens.

While numbers are not available at the census tract level, the Ingleside Branch Library service area has a similar level of educational attainment as the City of San Francisco overall. Also similar to the City as a whole is the number of Ingleside residents who speak a language other than English in the home. So, Ingleside service area literacy rates are likely to be similar to those for the entire city.

It is important to note that the information on which these estimates are based, while the most current available, is dated.

Table 13
Adult Literacy Estimates

State: California	Area Name: San Francisco City	
Area Type: City or Town	Region: West	Population Age 16+:
Mean Literacy Proficiency: 265	Percent at Level 1: 30	Percent at Level 1 or 2: 46
95% Confidence Interval: 259.79, 269.52	95% Confidence Interval: 26.9, 32.8	95% Confidence Interval: 41.7, 50.6
Standard Error: 1.75	Standard Error: 1.1	Standard Error: 1.6

Source: *The State of Literacy in America* <http://www.casas.org/lit/litcode>

Table 14
Comparison Literacy Levels of Population Age 16 and Above

	San Francisco	California	United States
Percent at Level One	30%	24%	22%
Percent at Level Two	16%	22%	27%
Percent at Levels One & Two	46%	46%	50%

Source: *The State of Literacy in America* <http://www.casas.org/lit/litcode>

5. Ethnic Breakdown

Almost 44% of the service area population is White, which is a somewhat smaller percentage than is seen in San Francisco overall, and a notably smaller percentage than in the state or the nation.

Asians make up 38.2% of the Ingleside service area population. The Chinese-American population is large, at 26.5%, which is a higher number of residents of Chinese heritage than is seen in San Francisco overall (19.6%). Statistics also show that 32.7% of residents speak Asian or Pacific Island languages in their homes. Based on population figures, the non-English language most likely to be spoken in service area homes is Chinese.

California has a large Hispanic (of any race) population at 32.4%, but Hispanics are less well represented in San Francisco (14.1%), and in the Ingleside service area (11.38%). Anecdotally, Ingleside residents note that the neighborhood Hispanic population is growing, but census statistics do not support that observation. In 1990, 12.7% of the service area population was

recorded as being Hispanic of any race, a higher percentage than the 11.38% shown in the 2000 census. However, it is noteworthy that census data frequently reflect underreporting of minority populations.

Table 15
Population Ethnicity, Ingleside Branch Library Service Area: 2000

Ethnicity	Ingleside Service Area	San Francisco	California	United States
White	5,555	385,728	20,170,059	211,460,626
	43.61%	49.7%	59.5%	75.1%
Black or African American	1,174	60,515	2,263,882	34,658,190
	9.22%	7.8%	6.7%	12.3%
Am Indian & Alaska Native	36	3,458	333,346	2,475,956
	0.29%	0.4%	1.0%	0.9%
Asian Indian	75	5,524	314,819	1,678,765
	0.59%	0.7%	0.9%	0.6%
Chinese	3,375	152,620	980,642	2,432,585
	26.5%	19.6%	2.9%	0.9%
Filipino	846	40,083	918,678	1,850,314
	6.64%	5.2%	2.7%	0.7%
Japanese	159	11,410	288,854	796,700
	1.25%	1.5%	0.9%	0.3%
Korean	144	7,679	345,882	1,076,872
	1.14%	1.0%	1.0%	0.4%
Vietnamese	235	10,722	447,032	1,122,528
	1.85%	1.4%	1.3%	0.4%
Other Asian	29	11,527	401,606	1,285,234
	0.23%	1.5%	1.2%	0.5%
Native Hawaiian & other Pacific Islander	29	3,844	116,961	398,835
	0.23%	0.5%	0.3%	0.1%
Some other race (<i>respondents are asked to write-in their race if they select this category, but many do not do so</i>)	568	50,368	5,682,241	15,359,073
	4.46%	6.5%	16.8%	5.5%
Two or more races	534	33,255	1,607,646	6,826,228
	4.2%	4.3%	4.7%	2.4%
Hispanic (of any race)	1,449	109,504	10,966,556	35,305,818
	11.38%	14.1%	32.4%	12.5%

Source: U.S. Census Bureau 2000

Table 16
Language Spoken at Home: 2000

	Ingleside Service Area	%	San Francisco City	%	California	%	United States	%
Total:	12,150	100	745,650	100	31,416,629	100	262,375,152	100
English Only	6,428	52.9	404,571	54.3	19,014,873	60.5	215,423,557	82.1
Language other than English	5,721	47.1	341,079	45.7	12,401,756	39.5	46,951,595	17.9
Speaks English less than very well	3,093	25.5	186,401	25.0	6,277,779	20.0	21,320,407	8.1
Spanish	1,091	9.0	89,759	12.0	8,105,505	25.8	28,101,052	10.7
Speaks English less than very well	418	3.4	44,779	6.0	4,303,949	13.7	13,751,256	5.2
Other Indo-European languages	635	5.2	49,788	6.7	1,335,332	4.3	10,017,989	3.8
Speaks English less than very well	210	1.7	18,377	2.5	453,589	1.4	3,390,301	1.3
Asian and Pacific Island languages	3,971	32.7	194,584	26.1	2,709,179	8.6	6,960,065	2.7
Speaks English less than very well	2,460	20.2	120,900	16.2	1,438,588	4.6	3,590,024	1.4
Other Languages	24	0.2	6,948	0.9	251,740	0.8	1,872,489	0.7
Speaks English less than very well	6	0.0	2,345	0.3	81,653	0.3	588,826	0.2

Source: US Census, 2000, Profile of Selected Social Characteristics

6. Household Characteristics

As shown in the chart below, the average household size in all four service area census tracts exceeds the average for the City of San Francisco (2.30 pph). Figures are similar to those in California as a whole (2.87 pph), and to the nation (2.59 pph). Because service area population age distribution shows a somewhat higher number of school-age children than is seen in much of the City, it is not surprising that household size would be larger in the Ingleside neighborhood.

Table 17
Average Number of People per Household: 2000

Ingleside Service Area Avg. Household Size	2000
Census Tract Number	PPH
309 (55%)	2.85
310 (90%)	2.76
311 (25%)	2.58
312 (50%)	3.64

Source: U.S. Census Bureau 2000

Almost 72% of households in the Ingleside Branch Library service area are made up of people living in families. This figure is well over the average for San Francisco, and is somewhat higher than California as a whole, or the United States. Further, 33.6% of those families are raising children aged 18 or younger. This figure is two times higher than San Francisco (16.6%), and is similar to California (35.8%) and the nation (32.8%).

Table 18
Households: 2000

	Ingleside Service Area	San Francisco	California	United States
Total # of households	4,218	329,700	11,502,870	105,480,101
	100%	100%	100%	100%
Total # of people in households	12,676	756,976	33,051,894	273,643,273
	99.52%	97.5%	97.6%	97.2%
Total # of family households	3,023	145,186	7,920,049	71,787,347
	71.66%	44%	68.9%	68.1%
Total # of family households w/children under 18	1,417	54,707	4,117,036	34,588,368
	33.61%	16.6%	35.8%	32.8%

Source: U.S. Census 2000

7. Income Levels and Poverty Rate

According to the 2000 United States Census, per capita income in the Ingleside Branch Library service area ranged from \$19,439 in census tract 312 to \$51,405 in census tract 309 — a noteworthy level of economic diversity within the neighborhood. In census tract 310, where 90% of residents reside in the Ingleside Branch Library service area, per capita annual income was \$39,723, which is \$5,167 higher than the City of San Francisco average of \$34,556.

Table 19
Per Capita Annual Income: 2000

Ingleside Service Area Census Tracts	Income
309 (55%)	\$51,405
310 (90%)	\$39,723
311 (25%)	\$29,940
312 (50%)	\$19,439
San Francisco	\$34,556
California	\$22,711
United States	\$21,587

Source: U.S. Census Bureau 2,000

The number of service area individuals living below the poverty level in 1999 ranged from a low of 3.4% in census tract 310 to a high of 6.6% in census tract 312. All four census tracts in the service area have fewer people living in poverty than in the City of San Francisco as a whole at 11.3%, the state of California at 10.6% or the nationally at 9.2%.

Table 20
Below Poverty Level--Individuals: 1999

Census Tract Number	Number of individuals below poverty level	Percentage of individuals below poverty level
309 (55% in service area)	393	5.8%
310 (90% in service area)	120	3.4%
311 (25% in service area)	362	5.8%
312 (50% in service area)	553	6.6%

Note: Numbers and percentages above are for each tract in its entirety.
Source: U.S. Census 2000

Table 21
Below Poverty Level--Families: 1999

Census Tract Number	Number of families below poverty level	Percentage of families below poverty level
309 (55% in service area)	66	3.6%
310 (90% in service area)	27	3.0%
311 (25% in service area)	64	4.8%
312 (50% in service area)	64	3.7%

Note: Numbers and percentages above are for each tract in its entirety.
Source: U.S. Census 2000

Table 22
Percent Below Poverty Level--Individuals: 1999

	San Francisco	California	United States
Individuals	11.3%	14.2%	12.4%
Families	7.8%	10.6%	9.2%

Source: U.S. Census Bureau, 2000

8. Employment and Occupations

More than 47% of service area residents work in management, professional or related occupations, which is typical of San Francisco as a whole. 25.49% of service area residents work in occupations associated with sales and office work, which is also typical of the City overall. Service occupations are third in the neighborhood, employing 13.25% of the service area workforce.

In the Ingleside Branch Library service area, a large proportion (ranging from 57.7%-75.1% between census tracts) of families with children under the age of six, have all parents working outside of the home — a finding of some interest for library planning.

Table 23
Population by Occupation: 2000

Occupation	Ingleside Service Area	San Francisco	California	United States
Management, professional, & related occupations	3,051	206,804	5,295,069	43,646,731
	47.42%	48.3%	36%	33.6%
Service occupations	852	61,364	2,173,874	19,276,947
	13.25%	14.3%	14.8%	14.9%
Sales & office occupations	1,640	109,316	3,939,383	34,621,390
	25.49%	25.6%	26.8%	26.7%
Farming, fishing & forestry occupations	0	462	196,695	951,810
	0%	0.1%	1.3%	0.7%
Construction, extraction & maintenance occupations	362	17,990	1,239,160	12,256,138
	5.62%	4.3%	8.4%	9.4%
Production, transportation, & material moving occupations	529	31,887	1,874,747	18,968,496
	8.23%	7.5%	12.7%	14.6%

Source: U.S. Census Bureau 2000

Table 24
Percentage of Children Under 6 with All Parents in Labor Force: 2000

Ingleside Service Area Census Tracts	Percentage
309	57.7%
310	68.4%
311	75.1%
312	60.4%
San Francisco	57.6%
California	51.8%
United States	58.6%

Source: U.S. Census Bureau 2000

Overall unemployment figures for the Ingleside Branch Library service area range from a low of 1.80% unemployment in census tract 310 to a high of 4.66% in census tract 312. The unemployment level in census tract 312 is similar to unemployment in San Francisco as a whole, but census tract 310, 90% of which is in the Ingleside Branch Library service area, enjoys a notably low rate of unemployment.

In a city with diverse populations, unemployment data can be more useful if it is broken down by race and ethnicity. Detailed tables presented below show unemployment figures for White, Asian, Black and Hispanic residents of the Ingleside Branch Library service area. In the service area, the highest level of unemployment is borne by the Hispanic population, followed by Black residents, then Asian residents. The lowest level of unemployment is found in the White population.

Table 25A
Unemployment Rate: 2000

Ingleside Service Area Census Tracts	
309 (55%)	2.25%
310 (90%)	1.8%
311 (25%)	3.76%
312 (50%)	4.66%
San Francisco	4.6%
California	4.3%
United States	3.7%

Source: U.S. Census Bureau, 2000

Table 25B
Unemployment Rate: 2000 – White Alone

Ingleside Service Area Census Tracts	
309 (55%)	0.00%
310 (90%)	1.66%
311 (25%)	1.57%
312 (50%)	3.51%
San Francisco	4.6%
California	4.3%
United States	3.7%

Source: U.S. Census Bureau, 2000

Table 25C
Unemployment Rate: 2000 – Asian Alone

Ingleside Service Area Census Tracts	
309 (55%)	2.93%
310 (90%)	1.19%
311 (25%)	7.86%
312 (50%)	1.54%
San Francisco	4.6%
California	4.3%
United States	3.7%

Source: U.S. Census Bureau, 2000

Table 25D
Unemployment Rate: 2000 – Black Alone

Ingleside Service Area Census Tracts	
309 (55%)	0.00%
310 (90%)	0.00%
311 (25%)	0.00%
312 (50%)	13.96%
San Francisco	4.6%
California	4.3%
United States	3.7%

Source: U.S. Census Bureau, 2000

Table 25E
Unemployment Rate: 2000 – Hispanic

Ingleside Service Area Census Tracts	
309 (55%)	15.90%
310 (90%)	0.00%
311 (25%)	2.47%
312 (50%)	3.41%
San Francisco	4.6%
California	4.3%
United States	3.7%

Source: U.S. Census Bureau, 2000

9. Housing Property Values

Between 1990 and 2000, median property values in San Francisco increased by 34.46%, as compared to property value growth of 8.2% for California as a whole and 51% for the nation. As indicated below, current median property values in the service area differ by as much as 129% between census tracts, with some tracts being markedly lower than the City as a whole and others notably higher.

Table 26
Median Property Value: 2000

Ingleside Service Area Census Tracts	
309 (55%)	\$636,000
310 (90%)	\$483,300
311 (25%)	\$369,700
312 (50%)	\$278,100
San Francisco	\$396,400
California	\$211,500
United States	\$119,600

Source: U.S. Census Bureau 2000

Table 27
Median Property Value: 1990

Ingleside Service Area Census Tracts	
309 (55%)	\$469,300
310 (90%)	\$351,900
311 (25%)	\$266,500
312 (50%)	\$225,100
San Francisco	\$294,800
California	\$195,500
United States	\$79,100

Source: U.S. Census Bureau 1990

Unlike San Francisco overall, most residents of the Ingleside Branch Library service area own, rather than rent, their homes. Home ownership levels are much higher in the service area than in the City as a whole, or in the state of California.

Table 28
Owner and Renter Occupied Housing Unit Percentages: 2000

Ingleside Service Area Census Tracts	Owner Occupied Percentage	Renter Occupied Percentage
309	91.3%	8.7%
310	85.2%	14.8%
311	65.7%	34.3%
312	68.1%	31.9%
San Francisco	35.0%	65.0%
California	59.9%	43.1%
United States	66.2%	33.8%

Source: U.S. Census Bureau 2000

G. Analysis and Discussion of Community Characteristics

For library planning purposes, perhaps the most unusual demographic characteristic of the Ingleside community is its economic diversity. Within the service area boundaries, comprised of four census tracts for a total census 2000 population of 12,738, per capita income differs by as much as \$31,966 annually. This same economic diversity manifests itself in property values, with a percentage difference of 129%, or almost \$358,000, between property values in the most and least prosperous sections of the neighborhood. Community need for library services and collections is likely to reflect this wide range of economic diversity.

Most people in the Ingleside community are homeowners who live in families, and twice as many of those families are raising children than in the City of San Francisco as a whole. San Francisco is a city of relatively few children as compared with California and the nation, but this is less true in the Ingleside Branch Library service area, where almost 22% of the population is nineteen years of age or younger. It is not surprising then, that the community expressed a need for library services to children, students and families.

There are 3,642 students in grades K-12 attending three public, one private and three parochial schools in the Ingleside service area. The strength of the public schools, as measured by the Academic Performance Index, varies from school-to-school.

Ethnically, Ingleside, like San Francisco, is a dynamic and diverse neighborhood. Some area residents are relative newcomers to the United States, and 25.5% of residents speak English less than very well. English literacy rates are similar to those of the City overall, with 46% of Ingleside residents at the lowest literacy levels. The largest community population group is White, at 43.61%. A large Chinese-American population, making up 26.5% of the total community, has considerable impact on the flavor of the service area, including the branch library, where Chinese-language materials are quite popular. Anecdotally, neighborhood residents note that there is a growing Hispanic presence in Ingleside. The 2000 census data show

that 11.38% of the community is Hispanic of any race. African American and Black residents of Ingleside make up 9.22% of the community.

Educational attainment of the residents of the Ingleside Community is similar to that of San Francisco as a whole and is higher than educational attainment in the State of California or the United States. It is not surprising then, that occupation and employment patterns also mirror those found in the City of San Francisco as a whole. Most area residents (72.49%) work in management, professional or related occupations, or in occupations associated with sales and office work. Another 13.25% of the community's workforce is employed by the service sector.

Currently the Ingleside service area stands at 12,738 residents, with an anticipated growth rate of 4.3% over the coming twenty years. The 2020 service area population is expected to reach 13,288 people.

The proposed Ingleside Branch Library, planned as the first permanent home for the 78 year-old neighborhood branch library, will serve an economically diverse community of families, many with school-age children. While some residents are economically comfortable and well educated, others make-do with considerably less and may be learning to speak and to read English. The Ingleside Branch Library will be called upon to respond to a wide range of community needs and interests. Over the coming years, the branch library will be an essential educational and recreational resource for the neighborhood, assisting service area residents to realize their potential and to lead fulfilling lives.

IV. LIBRARY SERVICE NEEDS

A. Executive Summary

In the Ingleside community, where all age groups are well represented, residents need to have access to a full range of library services including collections and programs balanced to meet the needs and interests of children, teens, adults and seniors. The community needs sufficient and varied seating for a range of library-related activities, generous computing power and appropriately configured learning and meeting space.

San Francisco is a city of relatively few children as compared with California and the nation, but this is less true in the Ingleside Branch Library service area, where almost 22% of the population is nineteen years of age or younger. Parents and very young children will rely on the branch library to be a center of family literacy, where they will find a range of reading materials, learning tools, and programming to build a foundation for reading readiness. Pre-schoolers will enjoy story times at the branch library, learning the pleasures of language and literature and interacting with other children. The branch library will serve students in grades K-12, providing library resources and reference expertise to support school assignments. In a partnership with Aptos Middle School, the branch library will provide regularly scheduled homework assistance in a dedicated Homework Center to include computer access and assistance from trained volunteers. It is expected that branch library services to children and students will support both the Library's goal of information literacy of all students and the School District's goal of increased academic achievement of all students.

Just as the needs of youth are important to the Ingleside community, the needs of adults and seniors are also a high priority. The largest group in the Ingleside service area, 47% of the population, is between the ages of 25-54. Among these residents there is significant diversity in the areas of per capita annual income, race and ethnicity and mastery of the English language, so a range of services will be in demand. Services should include a collection of books, periodicals and audiovisual materials to support the personal growth and recreational interests of community adults, and collections should respond to demand for increased new materials and resources on current topics. Special collections should include a strong collection of language materials in Chinese and a growing collection of resources in Spanish, as well as collections of books on tape/CD to assist with literacy in all age groups. Literature from multi-ethnic authors will be important in this ethnically diverse neighborhood.

While a responsive collection is crucial, an increase in people space is needed for the community. Seating should be ample and should allow visitors to choose seating types that are appropriate to their library activity, so that user zones, such as a browsing/new materials area, are created in the new branch library. Teens should have discrete space that is defined by furnishings and collections, a place that they can call their own. The children's area should be sufficiently separate so that the library's youngest visitors can be appropriately noisy without disturbing other library users, and it should include furnishings that encourage parents and siblings to read to young children.

Expanded computing power will be essential. In response to community input, generous computer access should be available to adults, teens and children in the branch library to promote

family literacy, student research and adult information needs. As designated in the Joint Use Cooperative Agreement, additional computer access will be required for the Homework Center and for interactive programming for all age groups.

A multi-purpose space will be needed for programming, homework assistance, training purposes and community meetings. Early childhood story times will provide exposure to language, literature and experience that is central to reading readiness and future success in school. Programs for parents, developed in conjunction with Aptos Middle School, will establish the branch library as a publicly accessible partner in a community approach to developing strong family literacy. This multi-purpose space will be used as a venue to train literacy volunteers and volunteers for the Homework Center, which will be scheduled in this room on a regular basis. Community adults will use the space for meetings and for small programs such as book clubs and author chats. The space will also be made available to community groups for use when the branch library is not open to the public.

In this urban neighborhood near public transit, most visitors will arrive at the branch library on foot. The branch library should be easy to identify, with excellent signage and obvious paths of travel. Children and adults should feel secure both inside the building and while coming and going to/from the facility. The design of the building should inspire community pride in this neighborhood where residents have waited more than 75 years for a City-owned, permanent branch library. It must be a welcoming place, a destination and a landmark of neighborhood pride.

The following branch library service levels are recommended to meet the current and future needs of the Ingleside Community:

- A collection of 29,050 books and audiovisual materials; and
- 19 public computers, plus an additional 12 laptop computers in a Homework Center; and
- 35 reader seats, plus 24 seats in a shared, multi-purpose Program Room.

B. Overview of Current Library Service

San Francisco is a city of neighborhoods, and the Ingleside neighborhood is defined by both actual and perceived boundaries. Features that define a neighborhood include commercial districts, transportation hubs, schools and the public library, which serves to anchor the neighborhood. Over the last 78 years individuals and families of the Ingleside neighborhood have visited their branch library to read and study, to conduct research and to participate in the life of their community.

The Ingleside Branch Library is one of twenty-six branches of the San Francisco Public Library. Currently housed in a leased facility, the branch library is located on Ocean Avenue—the major east-west transportation route through the neighborhood.

As a branch of the San Francisco Public Library, the Ingleside Branch Library participates in system-wide services including access to the Library's collection of electronic resources; shared borrowing between branch libraries; twenty-four hour live, online reference service; and a variety of library initiatives and projects aimed at literacy, college and career exploration, community service directories, etc.

Collections and Circulation

The Ingleside Branch Library currently holds a total of 26,426 volumes, equating to 2.1 volumes per capita for the census 2000 population of 12,738. Collections are distributed as shown in the following table.

Table 29
Ingleside Branch Library Collections as of December 2003

Collection	Count	Percentage of Total Collection
Adult Book Collections	10,666	40%
Teen Book Collections	1,474	6%
Children's Book Collections	9,014	34%
English Language Audiovisual Media (all ages)	1,873	7%
Non-English Collections, largely Chinese (all formats)	3,399	13%
Total Collections	26,426	100%

Regarding circulation statistics, of the twenty-six branches of the San Francisco Public Library, the Ingleside Branch Library falls squarely in the middle, being fourteenth in circulation as compared to all system branch libraries. Over the past six years, total annual circulation at the Ingleside Branch Library has grown from 61,344 transactions in FY 1997-1998 to 112,223 in FY 2002-2003, a notable 83% increase in circulation. When the branch library moved from a very small leased location to its current larger leased location in 2000, circulation increased dramatically. This jump was likely due, at least in part, to its highly visible location on Ocean Avenue, the main street through the neighborhood. The new branch library site will continue to take advantage of an Ocean Avenue location. It will be part of the Ocean Avenue Revitalization

planned by the City, it will be closer to the BART station and the hub of public transportation at Phelan Loop, and will occupy a prime location along the neighborhood's main paths of travel.

In FY 2002-2003, the highest collection circulation for the Ingleside Branch Library was in the adult materials at 60% of total circulation, followed by children's materials at 28% of total circulation and teen materials at 12% of total circulation.

The annual materials turnover rate for the Ingleside Branch Library in FY 2001-2002 equated to 4.5 turnovers per volume, which is higher than the national average of 2.34 and near the national high of 4.77 for libraries serving communities of 10,00-24,999 (Public Library Data Service Statistical Report).

Staffing

The Ingleside Branch Library currently has a staff of 3.66 FTE, distributed as shown in the chart below:

Table 30
Ingleside Branch Library Staff Positions

Position	Full Time Equivalent
Branch Manager	1.00
Children's Librarian	.4125
Senior Library Technician	1.00
Library Pages	1.25
Total	3.6625

Hours and Library Visits

Currently the Ingleside Branch Library is open 32 hours per week, Tuesday through Saturday.

Monday	Closed
Tuesday	10:00 – 6:00
Wednesday	12:00 – 8:00
Thursday	12:00 – 6:00
Friday	1:00 – 6:00
Saturday	1:00 – 6:00
Sunday	Closed

Gate counts during open hours show that in FY 2002-2003, there were 77,201 visitors at the Ingleside Branch Library.

Public Services

The Ingleside Branch Library does not have a room for programming. However, in FY 2002-2003 the branch library hosted twelve story times and ten special programs during the year.

Branch library staff handled 7,248 reference inquiries and 9,181 directional inquiries in FY 2002-2003.

C. Overview of Library Service Needs

For seventy-eight years the Ingleside Branch Library has been housed in leased facilities, none of them designed as a library — its current facility is a former bank building. The present leased facility is not well suited for the programs and services that the residents of Ingleside demand of a modern branch library. The limited types of improvements that the Library can make in leased property are far less flexible than the creation of a new, modern facility. Further, the Library and the Ingleside community cannot rely on the future availability of the leased site for the operation of the branch library.

Construction of a City-owned branch library, the first permanent location for the Ingleside neighborhood, presents the opportunity to meet the expressed service needs of the community in a facility designed as a library, to be shared and enjoyed by the entire community.

D. Services to Adults

There is significant diversity among adults of the Ingleside neighborhood in the areas of per capita annual income, race and ethnicity, and mastery of the English language. Demographics and community input point to a range of service needs for community adults:

- Strong book collections are needed to support the personal growth and recreational interests of community adults. These collections should respond to community comments which repeatedly highlighted the need for new books and books on current topics.
- Audiovisual collections circulate well at the Ingleside Branch Library and community input showed a strong interest in audiovisual collections, with an emphasis on videos/DVDs, and music CDs. These should be purchased in both English and non-English languages, especially Chinese and Spanish. Audiovisual collections will be used recreationally, and they are also important for Ingleside residents seeking to improve English language familiarity and skills.
- Chinese language collections should be an important part of the branch library's collections. These collections are currently used heavily, and demographics and community input suggest that demand is likely to remain high.
- Community adults need to have full access to computers and Internet service in the branch library. Economic diversity statistics and community input show that not all members of the Ingleside community have access to home computers and/or Internet service.
- The branch library should function as an information hub, a destination where members of the community can stay in-touch with neighborhood issues, interests and activities. There should be sufficient space to display community notices and announcements.
- A program room is needed in the new facility to support adult meeting and programming interests. Community adults will use this room for both informational and recreational

programs and meetings, in addition to serving the need for library programs. The room will also be made available to community groups for use when the branch is not open to the public.

- Arrangement of the collections and seating areas should encourage browsing, with bookstore style marketing and sufficient covers displayed face out to attract readers and browsers. Ample space should be included for comfortable, quiet seating in a peaceful atmosphere away from an appropriately noisy children's area.
- The branch library should include a comfortable periodicals reading area where residents can drop in to browse and read magazines and newspapers in a variety of languages.

E. Services to Students

Students in grades K-12 require access to Ingleside Branch Library services to support their schoolwork. While the branch library will provide academic support services for all students, education studies show that academic success can derail during the middle school years. In order to develop and maintain important study skills and to help students and their families to enjoy success in the educational system, the branch library will enter into a Joint Use Cooperative Agreement with Aptos Middle School. The partnership will address family literacy as a key component in student success, and will provide proactive homework support, which can have a major impact on a student's ability to succeed in school.

- Ingleside service area students will require collections, computer equipment, study space and qualified assistance with homework assignments.
- Ingleside service area schools and the branch library should collaborate to inform and assist parents in their role as their children's educational partners. This should include services that empower parents who need help with their own reading and writing skills.
- Reference resources, both in print and online, will need to be sufficient to meet the needs of area students and should support school district curricula. Sufficient computer stations will be needed to access online materials of all kinds.
- The circulating book collection should be selected with school curricula in mind, but should also support a wide range of intellectual curiosity. Materials will need to be available at a variety of reading levels and abilities. The adult nonfiction collection will also serve area student needs for material to support their schoolwork.
- Audiovisual collections are important to student needs and should include films and audio books of literature that is studied as part of the school curriculum. Students with limited English language skills and students with different learning styles or challenges will find these resources to be invaluable.
- After-school homework assistance space, that is acoustically separated, is needed to accommodate a number of K-8 students each weekday. This space should be large enough for assistants to comfortably work with students at chairs/tables and on

computers. The space should also lend itself to group study to support collaborative learning. Computers here should be loaded with a variety of software to support document preparation and which mirrors programs being promoted in district schools.

- A center for copying and printing is needed for students and the general public. It should include equipment for copying and scanning, and it should interface with desktop publishing software located on public access computers. Small equipment will be needed here for preparing documents—staplers, hole punches, etc.

F. Services to Children and Their Families

Twice as many families in the Ingleside Community are raising children than in the City of San Francisco as a whole. Eleven percent of the population served by the Ingleside Branch Library is under the age of 10. Another 6 % is between 10-14 years of age.

- Service needs for children in the Ingleside Branch Library service area center around access to a range of books and audiovisual resources to introduce them to language and learning in the library and in their homes.
- The need for reading readiness and family literacy makes programming an essential part of library services to children and families in the Ingleside service area. Space will be needed for a variety of programs such as storytelling, arts and crafts, puppeteering, and poetry.
- Collections should provide a generous assortment of picture books and easy readers to encourage reading to young children and the development of early reading skills through age and skill appropriate materials.
- School-age children will need access to a strong collection of nonfiction to support their schoolwork, as well as fiction for academic and recreational reading. Area school libraries vary in collection strength, and school library hours are quite limited, providing students very little opportunity to use them after school hours. Students will rely on their neighborhood branch library for after-school, evening and Saturday service.
- Computer access for children and their families will be important in the new facility, to help children and families to develop their computer literacy. Computer stations should be configured with hardware and software to accommodate multi-lingual users.

G. Services to Teens

The Joint Use Cooperative Agreement between the Ingleside Branch Library and Aptos Middle School presents the opportunity for the branch library to develop a special relationship with teens and pre-teens in the Ingleside neighborhood. By providing a welcoming place where young people can meet friends, read books and magazines, work on computers and study, the branch library can help students to develop a positive library habit. Working together in the community, Aptos Middle School and the Ingleside Branch Library can effectively introduce and promote library service to the neighborhood's youth.

- A teen area should be provided in the new Ingleside Branch Library, to include age-appropriate collections, furnishings and displays. The size of this space is less important than is the ambience.
- Many collections used by teens and pre-teens will be housed in the adult and juvenile collections, but there should be some limited magazine and book collections in the teen area that are especially appealing to this age group. Teens tend to be quite interested in electronic resources, so the area should allow easy access to the branch public access computers. Book collections in the teen area can be largely paperbacks—generally the format of choice in this age group.

H. Collections

A 29,050-volume collection of books and audiovisual materials is needed to meet the needs of the Ingleside community. A collection of this size will provide 2.2 volumes per capita for the projected 2020 service area population of 13,288. This level is slightly less than the generally recognized guideline offered by Joseph Wheeler in *Practical Administration of Public Libraries*, and is appropriate for a branch library in the San Francisco Public Library system where shared borrowing is readily available. The Library provides for on-line free reserves of all circulating library material and provides daily delivery service between all its facilities. Most books that are requested and available for check-out can be delivered to the requesting branch within 24 hours.

A detailed description of the plan for the new collection is included in Appendix I.

I. Reader Seats

There are 25 seats available in the current facility—22 of those are at tables, including one six-seat table for toddlers. Three table-style chairs in the adult area are not at tables due to insufficient space, but are simply available as side chairs, limiting their usefulness. Ingleside residents need a variety of library seating for reading, study, personal research and school-related work. A total of 35 open access library seats are recommended for the branch library, with 16 in adult areas, 6 for teen users and 13 seats in the children's section of the library. This will provide 2.6 seats per 1,000 of population in the year 2020. The total number of recommended seats is just below the guideline of 3 seats per thousand found in standard planning guides such as the *Wisconsin Public Library Standards*. During peak after school usage hours, K-8 students will also have 24 seats available in the Homework Center, as part of the Joint Use Cooperative Agreement between the Ingleside Branch Library and Aptos Middle School. A detailed list of readers' seats for the new branch library is included in Appendix J.

J. Technology

Currently the branch library has five public computer stations. This equates to only one computer for every 2,548 residents in the year 2000. Technology recommendations for the new branch library call for a marked increase in computer access. Community input for this study showed a consistent interest in computer availability at the branch library and a total of 19 public computers are recommended to meet that expressed need. Of those workstations, 15 will be located to serve

the needs of adults and teens and 4 workstations will be available in the children's area of the branch library. In addition to stationary, hard-wired computer stations, a self-contained 12-unit laptop computer caddy will be included in planning for the branch library. These library-owned laptop computers will allow the library to leverage the space in the new facility to provide generous computer access in the Program Room/Homework Center to support student learning and interactive programming opportunities. Access to the laptops may be hard-wired or wireless. The Library is undertaking several demonstration projects with wireless access to the Internet and is planning for wireless service in the new branch. Radio-frequency identification (RFID) technology is being considered for control of all types of library materials to provide efficient materials handling for the public and the staff. In order to maintain as much flexibility for technological infrastructure as possible, the new branch library is being design with an under floor access system.

K. Staff Offices and Workstations

The current branch library has limited and inefficient staff workspace. Currently there are 3.66 FTE staff for the branch library and anticipated staff levels in the new facility show modest staff growth to 5.63 FTE positions. This modest level of additional staff reflects the reality of limited resources, which make more dramatic staff increases unlikely. The additional FTE will be needed to meet anticipated increases in user demand for assistance, additional support during after school hours, increases in programming and additional materials handling. A key staff addition will be increasing the Children's Librarian from part-time to full-time to support the cooperative services with Aptos Middle School. In order for a limited staff to manage the workload, efficiency in the building design will be critical.

The Branch Manager will need a small private office in order to fulfill personnel and public relations responsibilities. The branch library staff needs a shared workspace in the new facility that includes computer workstations, access to returns/sorting functions and a variety of shared office tools/equipment. Modular, office landscape workstations, either dedicated or shared, will meet the need of staff members in this workspace.

L. Programming and Meeting Room Space

The current facility has no programming or meeting room space, so regular programs are not offered, and the community struggles to find meeting space for their organizations and interest groups. The community needs an unusually efficient, multi-purpose space for meetings and programs and also to serve as a regularly scheduled Homework Center.

To meet this need, a 24-seat Program Room is recommended for the branch library. This room will need to serve the needs of young children who will visit it for story times, students who will use it after school and adults who will attend small programs and meetings here. Furnishings in the room will need to be durable, flexible and easily stored or rearranged. It is important that the space is designed so that it can be easily accessible to public use when the branch library is not open to the public.

V. SERVICE LIMITATIONS OF THE EXISTING LIBRARY

A. Executive Summary

The Ingleside Branch Library has been in leased space for its entire history, since 1925. Because the leases have been and continue to be short term, the proposed new building is deemed a new service outlet rather than a replacement facility. The branch library's current quarters, located on busy Ocean Avenue, previously housed a bank, and while this leased commercial space is somewhat attractive as a historic space, it is not well suited to the provision of library services. Full descriptions of service and space limitations are not required but will be briefly outlined below.

At 4,800 square feet, the facility is undersized to meet the needs of the current service area population of 12,738, a situation that will only worsen as the community grows to 13,288 by the year 2020. Ingleside Branch Library staff and users cannot make full use of the existing space due to inefficient space design, poor sight lines and the fact that the building has been retrofitted with extensive access ramping, which uses up hundreds of valuable square feet.

The current facility is essentially one open space, with high ceilings. This configuration, combined with bare, composite-tile floors results in a noisy library that is not conducive to study, relaxation, or concentration.

The current book stacks are filled to capacity, and the collection cannot grow to meet the needs of the community. Because the space is undersized and rather narrow, book stacks have been set at angles, creating potential confusion for library users. Space restrictions and design issues do not allow for ideal traffic patterns or effective zoning of spaces, so noise and activity from the children's area impacts users in the entire branch library.

The former bank building now housing the branch library was built before automation and therefore does not have the electronic infrastructure required to support an appropriate level of library technology, either for the public or the staff. Due to size and infrastructure constraints, the addition of public access computers, beyond the five existing machines, is not possible. Library users know that they will usually have to wait to use a computer.

The branch library has only 25 seats, which are inadequate to meet demand. No seating variety can be provided in the limited space, so only table-chair style seats are available. Space for adult seating is only available at the very front of the branch library in high activity space next to the entrance and the service desk. This space is noisy, congested and exposed. Some chairs in the tiny children's area must be stacked on top of one another to be used only during peak demand times when children take them down and crowd into the space.

After school each weekday, students visit the branch library to work on their school assignments. Limited seating, lack of separation of services, noise, congestion and limited access to computer workstations make it difficult for students to effectively use their study time when in the branch library.

No space is available to support community meetings or programs for children, teens or adults. In this community where 25.5% of residents speak English less than very well, there is no space

to promote literacy activities, including early childhood education through regular children's story times.

In this growing, diverse neighborhood, there are many possibilities for the successful expansion of library services, but service growth is severely restricted in the current facility. The limited types of improvements that the Library can make in leased property are far less flexible than the creation of new, modern facilities. The Library is committed to providing improved service to the Ingleside neighborhood by building a permanent home for the branch library in City-owned property that has been planned and designed to function as a library.

B. Size and Facilities

The current leased facility provides 4,800 square feet for branch library services. The building is undersized to meet the needs of the current service area population of 12,738, and the fact that the facility was designed as a bank building means that the limited square footage available cannot be put to optimal use as a library. The facility provides only .38 square feet per capita, far below the guideline of .60 square feet per capita. With an anticipated 4.3% population increase over the coming twenty years, these conditions will only worsen. In order to meet access requirements, the leased former bank building has been modified with extensive interior ramping which takes up hundreds of square feet that are needed for library services. Space efficiency is poor, resulting in awkward, somewhat hidden service points and insufficient space to accommodate adequate collections, seating, computing, or programming.

C. Noise and Congestion

The public area of the leased Ingleside Branch Library is essentially one open space, with high ceilings and extensive ramping along one side. All activities for adults, teens and children must take place in one room. The building's high ceilings and bare, composite-tile floors serve to broadcast and echo the noise of day-to-day activity. The constant level of noise produced by walking, speaking, activity at computers and reading tables, activity in the children's area and in book stacks, is not conducive to study, relaxation or concentration. Any sort of minimal privacy for circulation transactions or reference questions is impossible.

Because space efficiency is not possible in the leased facility, book stacks and furnishings are arranged at odd angles, creating intrusive paths of travel through the branch library, and obscuring sight lines to the reference zone of the service desk as well as to public areas of the branch library.

There is no space available for programming or meetings, so class visits to the branch library must be managed in the cramped public space. Noise and congestion at these times effectively preclude comfortable use of the branch library by adults.

D. Seating

There are 25 seats available in the current facility—22 of those are at tables, including one six-seat table for toddlers. Three table-style chairs in the adult area are not at tables due to insufficient space, but are simply available as side chairs, limiting their usefulness. Space for adult seating is only available at the very front of the branch in high activity space next to the entrance and the service desk. This space is noisy, congested and exposed.

Other than four seats at the public access computers, there is no additional seating available for users. Due to space restrictions, lack of separation between children's and adult services, and traffic patterns, none of the seats in the branch library are conducive to quiet study.

E. Collections and Shelving

During the Ingleside needs assessment process, neighborhood residents repeatedly noted their interest in enhanced collections for the branch library. Currently, the 90” high adult shelves, and the children’s shelves are filled to overflowing, precluding collection additions. Face-out or display shelving is unavailable and impossible to add in the cramped space. In the new facility, users hope to see some collection growth, especially in non-English language collections and in new and popular titles, and they hope to have the collections accommodated in shelving that can be arranged to facilitate browsing.

F. Computers and Technology

Only five public access computers are available to Ingleside Branch Library visitors. Of those computers, two are restricted to OPAC use and one is a stand-up quick-search Internet station, where users are limited to fifteen minutes per session. Ingleside residents frequently noted their interest in expanded computer access at the branch library. Currently, the severely limited public access computers are in constant use, with people waiting to have a turn at the stations. It is difficult to know how many visitors leave the branch library in frustration, being unable to access one of the public computers.

Space and infrastructure constraints in the facility do not allow for the addition of more computer stations, and because the building is leased, it is not practical for the City of San Francisco to undertake extensive, expensive infrastructure upgrades.

G. Study Space

After school each weekday, students from neighborhood public and private schools visit the Ingleside Branch Library to work on their school assignments. Both the Ingleside Branch Library and Aptos Middle School have noted the need for adequately supported study space for community students. As noted earlier, limited seating, a lack of separation of services, noise and congestion problems and severely limited access to computer workstations, make it difficult for students to do their homework in the current branch library.

H. Programming and Meeting Space

Ingleside residents expressed a keen interest in programming at all levels, but there is no space whatsoever to accommodate the need in the current facility. Efforts to provide basic children’s programming are, by necessity, limited by a total lack of appropriate space. When groups are using the branch library, the noise precludes much use by others.

Members of the community commented on their interest in comfortable, multi-purpose space to accommodate meetings, neighborhood events, children’s story times to promote early childhood education and literacy support activities for the 25.5% of the service area population who speak English less than very well.

I. Staff Offices, Workstations and Visual Supervision

All staff workspace in the current facility is crowded around the service desk because there are no back-of-house spaces to serve workspace needs in the leased, former bank building. A partially enclosed alcove off the service desk functions as an office for the Branch Manager, and all other duties are accomplished behind the service desk, including returns, sorting, and deliveries. There is no private space for personnel discussions or other conversations that require privacy and confidentiality.

The service desk serves both circulation and reference needs, but the reference station is partially hidden, so that library users are frequently unaware of this service.

Tall shelving, cramped spaces and forced layouts that do not conform to library needs result in a number of public spaces being out of the staff's visual control. Staff notes that users often do not realize that there is a children's section in the library behind the wall of book stacks that blocks views to much of the building's interior. Lack of visual connection poses both a safety hazard and a service problem for the branch library. An existing bank vault that could not be removed takes up valuable floor space and is currently used as a storage area.

J. School Library Services

The quality and quantity of school library facilities, staffing, hours and collections in the service area varies. Ann Dalton, Program Administrator of the Office of Textbooks, Libraries and Media Services noted that due to current budget pressures, district schools are projecting probable library position reductions or eliminations for the 2003-2004 academic year. While students enrolled at neighborhood schools do take advantage of campus library resources as they can during the school day, no library access is available after school, and some service area school libraries are closed three out of five school days each week.

VI. PHYSICAL LIMITATIONS OF THE EXISTING LIBRARY

A. Executive Summary

Always housed in leased facilities, the Ingleside Branch Library has been a neighborhood anchor for seventy-eight years. While there are a variety of physical limitations in the current leased facility, the most important is simply that the space was designed to be a turn-of-the-century bank, not a modern branch library. Additionally, occupation of the building as a branch library relies on a series of short-term leases, so the Library and the community cannot rely on long-term library service at the current site.

The existing leased Ingleside Branch Library, on Ocean Avenue, is well located to serve the community. The same will be true of the site for the new facility, which is also on Ocean Avenue, the main traffic artery of the neighborhood.

Because the branch library is housed in a leased facility, the significant physical limitations of the building cannot be adequately mitigated:

- The building is not of sufficient size to meet service needs for collections, seating or computing, and valuable floor space is taken up by extensive ramping to facilitate access for users with disabilities.
- Noise levels are unacceptable due to layout, lack of service zoning opportunities, ceiling height and building finishes, so that simple day-to-day noise from browsing the collections, typing at computer keyboards, talking, scooting of chairs, and photocopying make it difficult to read, study or relax.
- Lighting is poor for library use, with large west-facing windows that present problems of glare and afternoon overheating. Due to high ceilings, artificial lighting is located too far away from library shelves and seating to be effective.
- The building is not energy efficient, having unreliable steam radiator heat, no insulation and single-paned windows.
- The building's infrastructure cannot support a level of public or staff technology that is appropriate for today's library services.
- The building has not been upgraded to meet current codes for safety and seismic integrity.

Aside from its inadequate size, the majority of the physical limitations of the current facility hinge on the fact that it is leased building, constructed in 1910, so extensive modifications by the City of San Francisco are not feasible.

B. Facility Size and Structure

The current leased facility of 4,800 square feet provides only .38 square feet per capita, which is inadequate to serve the current service population of 12,738. The structure, dating from 1910, was designed and operated as a bank building in the Ingleside neighborhood. The facility is not conducive to library service. There are roof leaks which plague branch library staff and users, and while the structure appears to be basically sound, it was not constructed or modified to meet current codes for strength or safety.

C. Energy Conservation

The existing facility, built in 1910, was not designed or constructed to meet current codes for energy management. Windows are single-paned, the building is not insulated, inefficient steam radiators supply heat, and there are significant issues with afternoon overheating due to large, west-facing windows.

D. Health and Safety

While there are occasional concerns about personal safety and security, the Ingleside Branch Library is generally perceived as a safe neighborhood destination.

Both staff and users noted the lack of lines of sight to all public areas of the branch library, making it difficult to monitor activity sufficiently.

The leased facility was constructed in 1910 and has not been modified to meet current safety and seismic code requirements.

E. Access for the Disabled

The branch facility is a single-story structure, but significant grade changes necessitated the installation of extensive interior ramps to accommodate access to staff areas and public restrooms. While the ramping has provided access, it was achieved at the cost of significant square feet of needed library space. None of the general seating, public furniture or computer workstations are wheelchair accessible. Due to facility crowding it is difficult, and in some areas impossible, to maneuver a wheelchair.

F. Acoustics

The branch library is one open, shared space with high ceilings and hard floors, so that any sounds tend to echo through the building.

Children and adult sections have no acoustical separation. Due to insufficient space that was never planned to serve as a library, all public functions and service points overlap, making for a noisy library. Any children's activities or class visits make it difficult for other visitors to use the facility effectively.

G. Space Flexibility and Expandability

The Ingleside Branch Library is housed in a leased facility, so layout and infrastructure limitations cannot be adequately addressed, making the facility rigid, with very little flexibility to reconfigure services for improved functionality.

The need to construct a City-owned branch library for the Ingleside Neighborhood is addressed in the *San Francisco Public Library Branch Facilities Plan*.

“The current leased facility is not well suited for the programs and services the public demands of its modern branch libraries. The limited types of improvements that the Library can make in leased property are far less flexible than the creation of new, modern facilities. Furthermore, by investing in City ownership of its branch libraries, the City can divert the money currently used for rent to better uses such as improvements to collections, materials, and programs for the benefit of the public.”

H. Functional Spatial Relationships

The size and inflexibility of the branch library do not permit appropriate zoning of spaces. All services, for adults, teens and children overlap. The crowded service desk is located in the only area that will accommodate it, but this results in problems with sight lines, both for staff and users.

Public access computers and adult seating are, by necessity, located at the very front of the library, near the entrance and the service desk, in a noisy, exposed, high-traffic area. The children’s area is located at the rear of the building out of the line of sight for staff and visitors.

Paths of travel through the building are neither direct nor convenient.

I. Site Location and Visibility

The existing, leased Ingleside Branch Library is well located to serve the community. The same will be true of the new Ingleside Branch Library, which will occupy a City-owned site only 0.2 miles from the current leased facility. Both the current facility and the new site are located on Ocean Avenue, the main traffic artery for the neighborhood, and the service core of the area. The public transit BART Balboa station is conveniently located to the new site, and sidewalks on both sides of Ocean Avenue make it easy to walk to the branch library.

The Ingleside Branch Library is located in a leased former bank building, complete with a large exterior Bank of America ATM sign, leading many to mistakenly enter the library, believing that they are visiting a bank. Clearly this makes it difficult to identify the building as a library and provides no distinction for the branch library as an important, shared, community destination.

J. Parking

Like many urban areas, San Francisco is a “Transit First” city dedicated to developing a transportation infrastructure that is based on mass transit options that meet the needs of its residents and visitors, is environmentally friendly, and conducive to urban sustainability. Public parking is not a requirement of City spaces or buildings providing public service. The current facility does not have dedicated parking and the new site will not include off street parking. However, the Library remains committed to ease of accessibility for the Ingleside Branch Library. There is limited on-street parking on Ocean Avenue and on side streets adjacent to the branch library.

The Ingleside Branch Library is well served by mass transit, the branch library is easily accessible to pedestrians and bicyclists, and there is abundant on-street parking nearby. The branch library will be located within the Ocean Avenue neighborhood commercial district, the heart of the neighborhood and a short walk from the Balboa BART Station. Ocean Avenue is designated as an official city bike route. For pedestrians, the new branch library site is surrounded by sidewalks, and there are curb cuts on all corners near the branch library to facilitate handicapped access to the services offered. The Ingleside Branch Library has excellent mass transit options, with 9 transit stops within $\frac{1}{4}$ mile of the branch. 6 different transit lines bring people to the Ingleside neighborhood. The K street car line runs above ground directly along Ocean Avenue, stopping within $\frac{1}{2}$ block of the branch. There is a handicapped K stop 1 block away. The Phelan Loop transit hub near the branch brings 4 bus lines within $\frac{1}{4}$ mile of the branch library, and the 29 bus line stops in front of the branch library.

VII. SPACE NEEDS ASSESSMENT

A. Introduction and Spaces Summary

The service area for the Ingleside Branch Library includes 12,738 residents and is expected to grow to 13,288 residents by the year 2020. Since it was first opened in 1925, the branch library has been housed in a series of leased facilities. A long-awaited, permanent, City-owned facility, efficiently planned as a branch library, is needed for the community.

In keeping with parameters described in the *San Francisco Public Library Branch Facilities Plan*, a facility of 6,092 gross square feet is required to meet the library service needs of the current and future residents of the Ingleside neighborhood over the next twenty years.

The spaces summarized below will enable the Ingleside Branch Library to provide modern library services, including adequate and appropriate collections, sufficient seating and enhanced technology access, all tailored to the Ingleside community. The space will accommodate an important, multi-purpose program room to be shared by the community for programs and meetings and to be used as a regularly scheduled Homework Center and as a shared venue for cooperative library and school sponsored programs to support family literacy and early childhood learning.

Table 31
Spaces Summary

Space		Square Feet
1.1	Public Entrance/Lobby/ Community Information	42
1.2	Materials Return Slots/Bins	80
1.3	Program Room & Homework Center	382
1.3.1	Program Room Storage	83
1.4	Public Restrooms	in GSF
2.1	Express Checkout & Reserves	145
2.2	Service Desk	306
3.1	Adult New/McNaughton Books Browsing	37
3.2	Reference Collection	50
3.3	Computers for Adults & Teens	436
3.4	Nonfiction Circulating Books	535
3.5	Adult Fiction and Genre Books	149
3.6	Magazines & Newspapers	305
3.7	Audiovisual Media for Adults, Teens & Children	110
3.8	Adult & Teen International Languages Collection	144
3.9	Teen Area	226
3.10	Copy Center	74
4.1	Children's New Books & Display & Magazines	16

Space		Square Feet
4.2	Computers for Children	140
4.3	Children's Circulating Books	313
4.4	Children's Picture Books & Board Books& Easy Readers	289
5.1	Branch Manager's Office	98
5.2	Staff Work Room, Sorting & Returns	434
5.3	Supplies & Equipment Storage	65
5.4	Staff/Deliveries Entrance	16
5.5	Staff Room	237
5.6	Staff Restroom	in GSF
6.1	Telecommunications Room	100
6.2	Custodial Closet & Supplies	61
6.3	Mechanical Room	in GSF
Total Assignable Square Feet:		4,873
Total GSF @ 80% net-to-gross:		6,092

B. Collections and Shelving

Overall Collection

Books and audiovisual collections numbering a total of 29,050 items are recommended to serve the users of the Ingleside Branch Library. These volumes will provide 2.2 volumes per capita to the 2020 service population of 13,288. Current collections provide 2.1 items per capita. Recognized library planning guides such as the *Wisconsin Library Building Project Handbook* or Joseph Wheeler's *Practical Administration of Public Libraries* recommend 2.75 volumes per capita in communities the size of Ingleside. However, these recommendations do not take shared borrowing systems into consideration, so 2.2 volumes per capita is appropriate for the Ingleside Branch Library as a branch library within the San Francisco Public Library system. Materials are readily shared among all library facilities through on-line free reserves and are moved throughout the City by the Library's daily delivery system.

Fiction and related book collections for adults and teens will be shelved on full-height sections measuring 84". Base shelves will not be used initially, but will be available as the collections grow. Nonfiction for all age groups, children through adult, will be interfiled in this neighborhood branch, on easily accessed 66" shelf units. Children's book collections will be housed in appropriately sized shelves—66" for most collections, and 48" for picture books, easy readers and materials for young children.

An audiovisual hub will be created for this neighborhood branch library, with all AV collections for adults, teens and children shelved in the same area on 66" high shelving.

Planning assumptions regarding collection shelving are shown in Appendix H., which includes the number of volumes of each collection type, assumptions regarding circulation, the number of volumes per linear foot, and aisle width.

1. Books

The book collection is recommended at 29,050 volumes, with approximately 41% (11,900 volumes) of the collection being allocated to adult materials, approximately 26% (7,500 volumes) to children's materials, approximately 15% (4,425 volumes) to books for teens and 18% (5,225 items) to media.

The Ingleside community is home to more children and families than is typical for San Francisco, so books for teens and children will hold an important and well-used place in the planned collections.

For the neighborhood's young children and their families, the Ingleside Branch Library book collection will likely provide their main source of early childhood reading materials. A strong selection of board books, picture books and easy readers will improve reading readiness for pre-school-age children, and will help to establish strong reading habits and experience for children in their early elementary school years.

Neighborhood students, who attend public and private schools, will use the nonfiction and fiction collections heavily for their schoolwork and recreational reading.

Community adults will seek popular reading materials and will require plenty of new titles and books on high-interest topics. Adults will use materials in both English and other languages, notably Chinese. The community has a large Chinese-American population and Chinese collections circulate well in the Ingleside Branch Library. This interest is expected to grow.

2. Audiovisual Media

The voters of San Francisco have repeatedly voiced their desire to have a number of branch libraries that serve as urban anchors for their neighborhoods. Proposition E, passed in 1994, established a percentage of dedicated property tax for library use and requires the City to maintain at least 26 branch libraries. Each branch library is sized to meet the needs of the neighborhood and to have access to system-wide shared borrowing. The Ingleside Branch Library will be a small branch, appropriately sized for the service community. Rather than fragmenting the 5,225 items that will comprise the audiovisual collections, a central, audio-visual collection hub will be established in the Ingleside Branch Library for these popular materials. While shelving layout and signage will differentiate the AV collections, Ingleside Branch Library users of all ages will enjoy one-stop-shopping when looking for audiovisual resources in the branch library.

Eighteen percent (5,225 items) of overall library collections in the new Ingleside Branch Library are allocated to audiovisual resources, to include DVDs, a small collection of videos, music CDs, CD-ROMs, computer software, books on tape/CD, and children's AV kits.

3. Cultural and Economic Diversity

As noted previously in this study, the Ingleside Branch Library serves a racially/ethnically and economically diverse community.

The Ingleside Branch Library collections need to reflect the rich diversity of the community by providing materials, print and AV, in multiple languages. The large Chinese-speaking and reading community will continue to seek library materials in Chinese. Demographics show that there are also a growing number of residents who use and will continue to use Spanish language collections. Non-English language holdings can shift over time as needed, to respond to community demographics, interests and demand.

The Ingleside community has a notable level of economic diversity. Within the service area boundaries, annual per capita income differs by as much as \$31,966 between census tracts. This suggests that a significant number of service area residents are likely to rely on the branch library to meet their needs for computer access, children's early language and reading exposure, homework space for school-age children who may live in crowded homes and adult literacy assistance.

4. Magazines and Newspapers

A total of 108 magazine and newspaper titles in English and non-English languages is recommended. Current issues will be displayed in a quiet corner of the branch library. Attractively displayed periodicals and comfortable furnishings should make this a well-used collection. One year's worth of back issues will be maintained for in-house use and checkout.

Periodical titles in the Ingleside Branch Library are intended to meet recreational and study needs but are not expected to serve as long-term research resources. Online research databases offered by the Library are expected to meet this need.

C. Reader Seats

The service population of the Ingleside Branch Library needs a variety of library seating for reading, study, personal research and school-related work. A total of 35 open access library seats is recommended for the branch library, with 16 seats in adult areas, 6 for teen users, and 13 seats in the children's section. This will provide 2.6 seats per 1,000 of population in the year 2020. The number of seats is somewhat below the guideline of 3.5 seats per thousand found in standard planning guides such as the *Wisconsin Public Library Standards*. However, based on standards established in the *San Francisco Public Library Branch Facilities Plan*, which honors the voter's interest in small, neighborhood libraries, the planned seating is appropriate for the Ingleside Branch Library. In addition to open access seats, 24 seats will be available in the multi-purpose Community Program Room and Homework Center.

Appendix J is a listing of specific seating recommendations for each type of seating and reader seat distribution.

Seating types to meet community needs include the following:

1. General Seating

Seating planned for the new Ingleside Branch Library responds to community input requesting a variety of seating types, and it will allow users to choose seating appropriate to their study and recreational needs.

Four-place tables and chairs are used in stack areas of the branch. Both tables and chairs and lounge seats are available in the areas of the building with more open floor space.

Seats at tables require 25 square feet per seat (22 square feet at round tables), and lounge seats 35 square feet per seat in accordance with *Building Blocks For Planning Functional Library Space*, Scarecrow, 2001.

2. Study Seating

The Ingleside Branch Library is used regularly as an after school study space. In addition to table and chair seating in the stack areas of the branch library, the Program Room/Homework Center will provide seating for up to 24 students, with half of the seats having optional tablet arms for writing and the use of library-owned laptop computers. Folding tables will also be available in the room so that chairs can be used at a table for group collaborative study.

3. Children's Seating

Children's seating is planned for both very young children and elementary and middle school-age children. Standard four-place table and chair seating for study and general reading is planned for the children's circulating collections.

In the picture book section of the children's area, toddler seating will be provided at a four-place round table. To encourage family literacy through early reading experiences, the children's area will include a two-place lounge seat where parents and siblings can read with young children.

Children's seating at tables will require 25 square feet per seat, and toddler seats will need 22 square feet per seat. The two-place lounge seat will need 45 square feet.

4. Teen Seating

Six reader seats are planned for the teen area of the Ingleside Branch Library. Older students of middle and high school age are expected to be the main users of seating in this area. Table and chair seating is available for student work and is planned at a round table to promote collaboration. Lounge seating is also planned here and should be selected in styles that feel welcoming and comfortable to members of this age group who may want to scoot the chairs around and/or sprawl/slouch in them. Optional tablet arms at the lounge seats will make them more versatile, allowing for use as study seats and/or recreational reading seats.

Table seats at round tables will require 22 square feet per seat, and lounge seats will need 35 square feet of space as per *Building Blocks For Planning Functional Library Space*, Scarecrow, 2001.

D. Technology

Technology is integral to today's library services in all communities. All community input during the Ingleside needs assessment, in meetings, focus groups, interviews and surveys, pointed to the importance of computer and Internet access in this branch library. There is considerable economic diversity in the service area, and many residents do not have computers and Internet access in their homes. The branch library will respond to the expressed need for greater access to public computer stations by providing a total of 19 public computer stations, which will be 14 more stations than are available in the current facility. The 19 public computer stations will amount to one computer for every 699 people based on the 2020 projected population figure of 13,288, and computers will be available in both adult and children's areas of the facility. Although there are no recognized planning standards for the number of computers that should be available in public libraries, planning practice suggests approximately one computer for every 650-1,300 people served.

In addition to stationary, hard-wired computer stations, a self-contained, laptop computer caddy will be included in planning for the Ingleside Branch Library. Library-owned laptop computers, equipped with wireless cards, will be available in the Program Room/Homework Center to enhance student learning and to support technology-based teaching and programming.

Because it is difficult to predict how technology will continue to evolve, the new Ingleside Branch Library will need to provide hard-wired or wireless service at all reader seats for maximum future flexibility in the area of public access technology. Also, an under floor access system will be designed for the new branch to provide as much flexibility for technology infrastructure as possible. Radio-frequency identification (RFID) technology is being considered for materials control to make materials handling more efficient for the public and the staff.

Networked peripheral devices to include printers and a scanner will support public computer workstations.

Computer workstations recommended for the branch library include stations with one seat, requiring 32 square feet per station. A range of 30-36 square feet per computer workstation is recommended in *Building Blocks For Planning Functional Library Space*, Scarecrow, 2001.

E. Staff Offices and Workstations

Currently, the Ingleside Branch Library has a staff of 3.66 FTE. Positions include a full-time Branch Manager, a full-time Senior Library Technician, a part-time Children's Librarian and part-time Library pages.

The chart below shows anticipated staff levels for the new branch library. Projected staffing is approximate at this time. As per the chart, the new facility would require an approximate staff of 5.63 FTE, increase of 2 FTE positions over the current 3.66 FTE positions.

Additional staff will be needed to meet anticipated increases in user demand for assistance and increases in materials handling of the collections, as well as increased work with students and families in implementing the Homework Center and Family Literacy Center.

Table 32
Staff Projections

FTE	Position	# of people	Workstation
1.0	Librarian II/Branch Manager	1	Private office
1.0	Youth Services Librarian I	1	Modular workstation
1.0	Senior Library Technician	1	Modular workstation
1.0	Library Assistant	1	Modular workstation
1.63	Library Pages	4	n.a.
5.63 Total			1 office/3 modular

The Branch Manager will need a small, private office in order to fulfill personnel and public relations responsibilities. The Branch Manager's office will be a modest size—98 square feet.

Other staff workspace will be located in a shared area of the new facility to include workstations, returns/sorting functions and a variety of shared office tools/equipment.

Modular, office landscape workstations will meet the needs of the staff. These workstations will need to be 6' x 6' + 25% circulation space, or 45 square feet per station.

Library Pages will work in the public areas of the branch, in the staff workroom at a shared worktable for materials processing, and at the returns station where they will check in/sort materials. The shared worktable requires 40 square feet and the returns station requires 45 square feet.

F. Programming and Meeting Room Space

The community needs a shared, multi-purpose space for meetings and small programs for children, teens and adults in the neighborhood. To meet this need, a 24-seat Program Room is recommended for the branch library. In addition to meeting and programming use, this space will also function as a regularly scheduled Homework Center, a joint-venture project between the Ingleside Branch Library and Aptos Middle School. Family Literacy Center programs, co-sponsored by the branch library and the middle school will also take place here.

The Program Room should be planned as a highly flexible, multi-media space for local and distance learning. The Library and the community will use it to show films and to project cable television. It will allow interactive teaching with projection of computer images on a large, retractable screen and the use of library laptop computers in a wireless environment. Seating and window coverings will support flexible space use, with black-out shades and seats with tablet arms as well as seats at folding tables. It should be designed so that access to the room will be available when the branch is not open to the public.

Building Blocks For Planning Functional Library Space, Scarecrow, 2001, suggests 10-12 square feet per seat in a community room. Half of the seats in the Ingleside Branch Library Program Room are programmed at the 12 square foot figure, and the other twelve seats are planned at 14 square feet per seat so that the seats can include optional tablet arms to accommodate laptop computers and to provide a writing surface.

When this multi-purpose space is used for children's story times, the chairs will be stacked and put away in an adjacent storage area so that the children can sit on the floor. The space should accommodate 25-30 young children in floor seating.

G. Non-assignable Space

Based on this study, a new library branch of 6,092 gross square feet is recommended. Of that figure, 4,873 square feet is assigned to specific needs and functions — collections, seating, computing, programming, and staff workspace.

In addition to assigned square footage, it is necessary to plan for unassigned space to accommodate wall thickness, circulation space, restrooms, mechanical systems, etc. For this facility, 20% of the gross square footage, or 1,219 square feet, is recommended for unassigned square footage. The ratio of assigned to unassigned square footage is slightly lower than the guideline of 25% set forth in *Building Blocks For Planning Functional Library Space*, Scarecrow, 2001, so the design will need to be highly efficient.

Table 33
Square Footage Conversion Factors

Item	Conversion Factor
Shelving:	
Shelving, single-sided section, 3' wide	10.30 SF/section
Shelving, adult reference materials single-sided section, 3' wide	11.25 SF/section
Shelving, children's picture books single-sided section, 3' wide	11.25 SF/section
Volumes per Linear Foot:	
Books, adult new/McNaughton	7 volumes/Linear Foot
Books, adult, fiction	8 volumes/Linear Foot
Books, adult, nonfiction	10 volumes/Linear Foot
Books, adult reference	6 volumes/Linear Foot
Books, international languages	8 volumes/Linear Foot
Books, large print	8 volumes/Linear Foot
Books, paperback, on spinners inset into standard shelving	16 volumes/Linear Foot
Books, graphic novels	16 volumes/Linear Foot
Books, teen nonfiction	12 volumes/Linear Foot
Books, children's reference	8 volumes/Linear Foot
Books, children's new and display	7 volumes/Linear Foot
Books, children's fiction and nonfiction	13 volumes/Linear Foot
Books, children's picture & easy readers	20 volumes/Linear Foot
Books, children's international languages	15 volumes/Linear Foot
Videos	10 volumes/Linear Foot
DVDs, CDs, cassettes in A-V browse bins	30 volumes/Linear Foot
Adult audiobooks	10 volumes/Linear Foot
Children's audiobooks, A-V kits in clamshells	12 volumes/Linear Foot
Software and CD-ROMs	10 volumes/Linear Foot
Magazines, current display	1 title/Linear Foot
Newspapers, current display	1 title/Linear Foot
Reader Seating:	
@ 4-place table, rectangular	25.00 SF/seat
@ 4-place table, round	22.00 SF/seat
@ lounge chair	35.00 SF/seat
@ lounge chair, 2-place	45.00 SF/seat

Item	Conversion Factor
Meeting Room Seating, stacking chairs	12.00 SF/seat
Meeting Room Seating, stacking chairs w/ tablet arms	14.00 SF/seat
Equipment:	
Public access computer, sit-down, 1 seat	32 SF/workstation
Printer, networked	12 SF/scanner
Print release station	24 SF/station
Scanner, networked	12 SF/scanner
Photocopier	50 SF/copier
Self check-out station	45 SF/station
Staff office system wkstns, 6'x6' + circ 25%	45 SF/workstation

A residential-only building, if desired, would have residential uses on the ground floor. Frequent entrances to ground-floor units facing Ocean and Brighton Avenues are highly encouraged to emphasize the residential nature of the building, create an interesting and inviting facade, and to maintain the neighborhood's fine-grained streetwall. Ground-floor residential entries may be handled several ways including individual or shared stairs and porches or prominent entry lobbies.

Sunset Garage Parcel

Although small compared with the other opportunity sites within the Phelan Loop Area, the Sunset Garage parcel could be redeveloped with a more intensive use to help connect the traditional Ocean Avenue street-front shops and the Phelan Loop Area.

The San Francisco Public Library has decided to pursue acquisition of this parcel as a site for a new branch library. Accordingly, a library is assumed as a preferred use for the site, but because the library's negotiations to acquire the site are not complete, guidelines for a mixed-use building on this site are also included. Critical to the development of either use on this site will be its harmonious integration with the scale and character of the traditional commercial corridor and adjacent residential neighborhoods.

Guidelines for the Development of the Sunset Garage Parcel

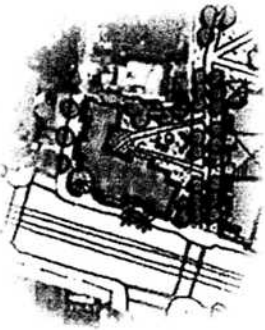
The following guidelines will direct the development of the Sunset Garage parcel.

Building Setbacks

In general, the ground floor of the building on this site should be built to the property line on all sides. In the case of a library building with a required footprint smaller than the entire site, the building should be placed such that the pedestrian spine along Ocean Avenue is addressed, the building is welcoming and civic in nature, the commercial corridor is maintained, the residential edge is eased and compatible in setback and bulk, and the open space developed on or adjacent to the PUC easement is evident to pedestrians along Ocean Avenue. A small setback may occur on the corner of Plymouth and Ocean Avenues to accommodate a primary ground-floor building entry.

Building Form and Massing

Because this site would contain the first of a series of larger buildings to the east, the building should successfully "hold the corner" and offer a degree of prominence. The building's ground floor should include active uses that help to enliven the streets that surround it.



Proposed San Francisco Public Library on Sunset Garage parcel

**Joint Use Cooperative Agreement Between the San Francisco Public Library and
the San Francisco Unified School District
Ingleside Branch Library
Aptos Middle School**

This Joint Use Cooperative Agreement is entered into on December 5, 2003 by and between the San Francisco Public Library (Library) and the San Francisco Unified School District (School District) on behalf of Aptos Middle School. The purpose of this Agreement is to provide for certain joint use projects as specified in Education Code section 19994(a) and Title 5 Library Bond Act Regulation 20440(e)(3)(G).

Whereas, the Library and the School District have demonstrated a sustained collaborative working relationship; and

Whereas, the joint activities described in this Agreement are in addition to a long-standing relationship in arranging class visits to the Library and school age children's participation in various Library reading programs (e.g. the Summer Reading Program); and

Whereas, the School District supports the Library's goal of informational literacy of all students; and

Whereas, the Library supports the School District's goal of increased academic achievement of all students; and

Whereas, extensive consultation with the community and school staff during the in-depth needs assessment for the Public Library Construction and Bond Act of 2000 application clearly identified a need for family literacy support and homework assistance;

Now therefore, the San Francisco Public Library and the San Francisco Unified School District, finding that it is mutually beneficial to continue and expand upon their collaborative partnership in a way that will reinforce and strengthen the learning process of middle school students, agree as follows:

1. The Library and the School District agree to jointly undertake projects in least two areas, **Family Literacy** and **Homework Center** as described below. This agreement is contingent upon the Library receiving grant funding from the Public Library Construction and Renovation Bond Act of 2000, which will result in a newly constructed Ingleside Branch Library of the San Francisco Public Library with the necessary space and equipment to conduct these activities.

A. Family Literacy Center

Based upon needs assessment findings, a Family Literacy Center will fill a high priority need for the community served by the new Ingleside Branch Library. Aptos Middle School has a strong commitment to encouraging student school success through family literacy. The Library will become an active partner in this effort through a variety of activities in conjunction with the school. These activities will expand upon the Library's more general literacy support function by providing a series of programs designed to establish the Ingleside Branch as an additional, more publicly accessible, partner in a community approach to developing strong family literacy within the school's service area. In support of this effort:

- The Library will develop and provide appropriate collections to assist with overall family literacy, emphasizing books-on-tape for children and adults as well as materials in languages relevant to the community.
- The School District will actively promote use of the Library and its resources to parents and teachers through speakers and information at school meetings and through the distribution of printed information about the Library and its programs as well as through the school newsletter.

- The Library and the School District will co-sponsor one Family Literacy/Humanities night or weekend annually at the Ingleside Branch Library. In addition, the Library will participate in the School's Humanities night. They will work together to schedule these events, and the events will be promoted in the school's newsletter, the Library's web page and flyers distributed by the Library. School District and Library staff will develop the programs and will participate in the presentations.
- Through Project Read, the Library's adult literacy program, the Library will provide one-to-one tutoring and small group instruction for adults who need help with their reading and writing skills. Project Read will recruit and train tutors to work with parents in the neighborhood. The School District will assist in this project by providing opportunities for Project Read staff to speak at the schools to recruit tutors and potential students. One of the primary motivators for adults to improve literacy is the desire to read to their children and to help their children succeed in school. The Library will work with Project Read and the School District to develop additional workshops or events to increase participating parents' comfort level with children's books and with reading to their children as part of this program.
- The Library will participate in Aptos' Back To School Night event at the beginning of the school year. The school will allow a space for the Library to promote relevant resources and assistance.

B. Homework Center

A supportive space in which to do homework can have a major impact on a student's ability to succeed in school. The Library and the School District recognize that the area schools are not open to students in the evening and that a home situation may not be conducive to homework (e.g. too crowded; no support materials; family members who may not be able to help). Because it is open after school and in the evening, the Library, which already provides a variety of supportive resources, is a natural place to establish a formal Homework Center for the students of Aptos Middle School.

- The Library and School District staff from Aptos Middle School will collaborate to train high school and adult volunteers to assist K-8 students with their homework at the Ingleside Branch Library. Area school and Library staff will provide three trainings per year for the program, including one reflective/evaluative program at the end of the school year. The school will promote the program to parents and students. High school youth who wish to satisfy the School District's Community Service requirements by serving as tutors, will be expected to commit to a minimum of one semester of service. Adult volunteers will be expected to commit to six months. The Library will work with the School District to establish the most appropriate hours for the program and will provide the planned meeting room as space for the Homework Center on a regularly scheduled basis. The meeting room will be committed to that use during Homework Center hours. In addition the Library will provide access to on-line homework assistance through Tutor.com or a similar program on a year-to-year basis, dependent upon annual evaluation and use. Aptos Middle School will distribute information about the Homework Center to all parents at the beginning of each school year. The Library will advertise the service in its monthly list of programs and activities.
- Staff at Aptos Middle School will automatically update the Library website with notification of upcoming school research projects. In addition, the Ingleside Branch librarian will attend or be invited to the meetings of the schools' departments twice yearly in order to create an effective line of communication on school curriculum and to enhance the Library's ability to support curriculum activities.
- The Library will provide instruction on use of print and electronic library resources to support school curriculum and assignments. Such instruction will be a priority for the Ingleside Branch Library and will include instruction for school staff and students. Instruction will be offered

within the branch or, if school infrastructure permits, the librarian will offer training within the school, including instruction on how to access library resources on-line. The school and the Library will create a schedule and focus of training as appropriate for the various grade levels. All teachers at Aptos will be encouraged to avail themselves and their students of this training and to bring classes to the Ingleside Branch. A special emphasis will be placed upon making sure that all sixth grade classes visit the Library during the school year. The school will make sure that all sixth grade teachers know that this is an expectation and will promote such visits at relevant school meetings.

- The Library will provide a minimum of one in-branch training session per semester for parents in which volunteer school staff will provide information on how parents can help students with research and homework assignments. As part of this workshop the Library will provide information on relevant resources available for student use.
- Aptos Middle School will commit to participating with the Library in the American Library Association library card project with the goal of having all students obtain a library card to aid in school success. Focus will be on all sixth grade classes at the beginning of each school year. The Library will work with the school to register students and will supply the cards. The school will provide a reward for the first class to achieve full library card registration.
- The Library will enhance general collections of materials that, while useful to all residents in the area, will also expand upon the availability of materials to Aptos students. This will include providing a collection of classic and standard literature to assist with the needs of GATE students, high-interest fiction and nonfiction for challenged readers, and general science books that can be used to enhance curriculum based assignments. The Ingleside Branch librarian will meet with the Aptos school librarian on an annual basis to discuss current and changing collection emphasis and needs.
- The Library and School District will sponsor a yearly teacher night at the Ingleside Branch to promote use of the facility and positive relationships. The Library will host the event and the school will promote it to their teachers at faculty meetings and newsletters.

Future Projects

The Library will work to expand cooperation with other schools within the Ingleside Branch service area. In addition, it will work with the College Access Center program, a program that provides assistance and information to students about choices after high school, housed at the Main Library to encourage Aptos students to consider college options as they advance into high school.

Funding for Collaborative Projects

Funding for the furniture and equipment for the projects described above that will operate within the Ingleside Branch Library will be provided by the Friends & Foundation of the San Francisco Public Library. Funding for building construction will be provided by San Francisco's Branch Library Facilities Improvement Bonds, supplemented with revenues from the California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2000. Ongoing operations of the Ingleside Branch Library, and the staff required to run the branch and programs, will be funded by Library dedicated property tax and City General Fund revenues under the requirements of the Library Preservation Fund. The School District will provide staff time and relevant resources for the Family Literacy and Homework Center functions within the bounds of the school site plan and School District priorities.

Hours of Service

Library hours of service for students and the public at the Ingleside Branch Library are: Tuesdays from 10:00AM to 6:00PM; Wednesdays from 12:00PM to 8:00PM; Thursdays from 12:00PM to 6:00PM; Fridays and Saturdays from 1:00PM to 6:00PM. The Library will be open a minimum of 32 hours per

week. Library hours are adjusted every five years after a series of public hearings, as required by the Library Preservation Fund.

Staffing

Staffing at the Ingleside Branch Library is proposed as follows: 1 Branch Manager (Librarian II), 1 Youth Services Librarian, 1 Library Technician II, 1 Library Assistant, .5 FTE Library Page and 4 .375 FTE Library Pages. In 2002-2003, there was a part-time certificated librarian at the Aptos Middle School; and, unfortunately, staffing for the 2003-2004 year is currently parent volunteers who regularly open the library on Tuesdays and Thursdays for class visits. It is anticipated that both high school students and adults will serve as volunteers for the Homework Center.

Supervision of Library staff (including technical support) and volunteers in the Homework and Family Literacy programs will be the responsibility of the Library. Project Read will supervise literacy volunteers. Supervision of teachers and all other school personnel will be the responsibility of the School District.

Library Location

The proposed joint use projects will be located at the newly constructed Ingleside Branch Library at 1298 Ocean Avenue at Plymouth. The Branch is within walking distance of the school.

Ownership of Library Building and Responsibility for Operations

The Library will be the owner of the Ingleside Branch Library building. The Library also will own all furnishings and equipment in the building as well as the entire book and materials collection and all computer equipment.

The Library will be responsible for facility operation and management for the Ingleside Branch Library and will provide building and equipment maintenance, including maintenance of all computers, telephones, TV/Video and/or future electronic equipment installed or placed in the Library unless specifically excluded through other grants or lease arrangements.

Review of Agreement

During the first year of this Agreement, an equal number of representatives from the Library and the School District will meet quarterly to review, evaluate and modify the conditions of this Agreement. During the second year, an equal number of representatives will meet biannually (twice a year), and in the third year and beyond, representatives will meet biennially (every two years) to review and modify this Agreement. In addition, a review and modification meeting may be called by either party at any time upon 30-day written notice.

Field Act

The Ingleside Branch Library project is not subject to the Field Act requirements for review of plans and specifications by the Division of the State Architect for structural safety, disabled access and fire/life safety. The rationale for this determination is that student attendance at programs or instruction at the Ingleside Branch Library will be provided as part of a class visit to the Library. No part of the Library will serve as a classroom or permanent teaching site for students.

Twenty-Year Agreement

The School District and the Library agree to provide joint use library services consistent with the intent of this Agreement and the needs of the community for a period of at least twenty years following completion of the new Ingleside Branch Library. The new Ingleside Branch Library shall be deemed completed when the City determines that the construction of the Ingleside Branch Library is substantially complete and the building is ready for occupancy.

Forty-Year Public Library

The Ingleside Branch Library shall be dedicated to public library direct service use for a period of forty years following the completion of the project. Education Code Sections 19999 and Title 5 Library Bond Act Regulations 20220 (e)(3)(G) are incorporated herein into this Agreement.

Dispute Resolution

If any party defaults in its performance, the aggrieved party shall promptly notify the defaulting party in writing. Any dispute shall be first addressed at an administrative level between the parties. If a successful resolution cannot be obtained at the administrative level, the dispute shall be forwarded to the governing body of each party for final resolution.

Indemnification

A. Library agrees to indemnify and hold harmless School District and their employees, agents and elective and appointive boards from and against any damages including costs and attorney's fees arising out of any negligent or intentional acts or omissions of Library, its employees or agents.

B. School District agrees to indemnify and hold harmless Library, their employees, agents and elective and appointive boards from and against any damages including costs and attorney's fees arising out of any negligent or intentional acts or omissions of School District, its employees or agents.

Changes and Amendments

A. Any party may request changes in the scope of services. Any mutually agreed upon changes shall be effective when incorporated in written amendments to this Agreement.

B. The party desiring the revision shall request amendments to the terms and conditions of this Agreement in writing. Any adjustment to this Agreement shall be effective only upon the mutual agreement in writing of the School District and the Library.

C. No verbal agreements or conversations prior to execution of this Agreement or any requested Amendment shall affect or modify any of the terms or conditions of this Agreement unless reduced to writing according to the applicable provisions of this Agreement.

D. If the contemplated funding for these programs should become unavailable, the parties will re-negotiate the joint venture services to be provided under this Agreement.



SAN FRANCISCO PUBLIC LIBRARY

COMMUNITY MEETING NOTES: INGLESIDE BRANCH LIBRARY

Location: Ingleside Branch Library

When: Thursday, October 23, 2003
6:30 pm

Attendees:	Ingleside neighbors	8
	Library/City staff	7
	<i>Total</i>	15

Agenda: Welcome & introductions – Mindy Linetzky, Bond Program Administrator
Project update & demolition plans – Marilyn Thompson, Bond Program Manager & Roberto Lombardi, DPW Construction Manager
Interim use of lot—Rich Walsh, SFPL Director of Operations
Q & A
Adjourn

Summary: Marilyn Thompson reported that the City has purchased the Sunset Auto Shop at 1298 Ocean Avenue at Plymouth and plans to close on the property in the middle of November. Soon afterwards, probably in December, the City will demolish the buildings on the site. The demolition will take approximately 10 days and everything will be removed except the existing fence, which will be painted. Roberto Lombardi explained that the site is large so trucks will be able to stay on the site as they load debris for removal. Also, the site will be watered down to contain dust and work will occur between 8 am and 5pm.

Rich Walsh explained that the library may use the site to shorten book delivery times between branches. He's studying a plan where the Library's three delivery trucks would meet once a day on the site, exchange boxes of books, and then take off to various branches. These trucks are the size of "bread trucks" and would enter and exit off Ocean Avenue. He also discussed that the library would be responsible for maintaining the site, removing debris, cleaning, pulling weeds, etc.

Participants were also given a copy of the three floor plan options which were presented to the community at an earlier meeting (10/14/03).

Discussion Notes:

Comments and discussion regarding interim lot use:

- How big are the library trucks that would meet once a day? SFPL response: The size of a bread delivery truck or step-van.

- The current garage owner uses part of the Kragen lot and keeps it clean. Concerned that no one will clean up the end of the Kragen lot once he leaves.
- What happens if you don't use the lot for the delivery trucks? SFPL response: The Library will fence the lot and be responsible to maintain it.
- Consensus was that people would prefer some activity on the lot, every day if possible.
- Could Rec & Park put up a park or play area in the interim? SFPL response: The Library would prefer not, as it opens the library to liability issues.

Comments and discussion regarding the new branch library:

- Will there be parking? SFPL response: No off street parking is allowed, according to Planning codes and the Balboa Station Area Plan future requirements. However, 2 to 3 curb cuts and driveways will be eliminated, creating more street parking.
- Discussion whether the entrance location attracted more cars to the area.
- Suggestion of a pull off area to drop off books and 30 minute parking spaces.
- Concerned that the opening date of the library is so far in the future. SFPL response: The Ingleside community is lucky because the current branch library will be functioning up until the day the new library is ready.